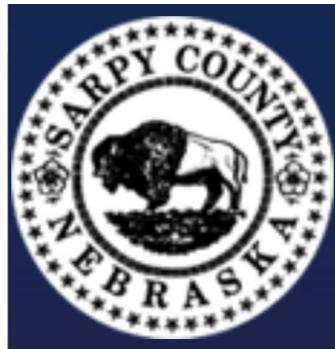


**PROPOSAL**

**Electronic Monitoring Equipment**

**Sarpy County  
Nebraska**



San Antonio, Texas  
800-582-6182  
[www.securetracksgps.com](http://www.securetracksgps.com)

June 5, 2014

Deb Houghtaling  
Sarpy County Clerk's Office  
1210 Golden Gate Drive Suite 1250  
Papillion, NE 68046

Dear Ms. Houghtaling:

SecureTracks GPS (a subsidiary of Synergy Telecom Service Company, Inc. – your current inmate phone provider) is pleased to present this Proposal for Electronic Monitoring Equipment for Sarpy County.

SecureTracks GPS' proposal is for a one-piece offender GPS tracking system (ankle bracelet), and includes all equipment, software, and interfaces to exceed the requirements and specifications described in the RFP.

We believe that our proposal will provide Sarpy County with the best technology, customer service, and monitoring services available, and that will in turn provide the best possible protection to the public. Our different levels of monitoring will provide Sarpy County with monitoring and pricing options appropriate to the risk presented by the offender.

**Based on our information, our Passive GPS monitoring is similar to your current program. We are offering Passive GPS monitoring at \$4.99 per day, which is less than the \$5.50 you are currently paying for a similar service.**

## **Equipment Overview**

**Our standard ankle bracelet, the ReliAlert™ XC GPS, provides GPS tracking with reporting to the host software through cell-phone transmission.** The offender/tracking device checks its **location every 2 seconds**, and transmits data to the host software (TrackerPAL™) every 1 minute or 5 minutes, depending on the monitoring level selected. Alarms (such as strap or device tampering, leaving the designated inclusion zone, or entering an exclusion zone) are reported immediately to the host software without waiting for the standard reporting interval.

In the cases where a GPS signal is lost, the tracking device automatically switches to cell-phone triangulation to provide offender location. Once GPS signal is regained, it will switch back to GPS tracking.

The unit is tough and reliable. Even shooting a bullet through the unit (some offenders have actually tried this) did not stop it from transmitting the location and alarm (tampering) to the host software.

We have an optional **SecureCuff ankle strap** for high-risk offenders that requires a great deal of work to cut through the patented stainless steel strap. If the offender does try to get this strap off, we will have sufficient time after the alarm to send an officer out to pick up the offender before he/she is able to remove the unit and disappear.

### **Software Overview**

Alarms, location information and other notifications are sent by the device to our TrackerPAL™ software. All data is **encrypted** and secured end-to-end to prevent hacking or transmission of false data.

Our TrackerPAL™ software provides **full reporting capabilities** for the County to track offenders and active units. The software includes **secure remote access** for authorized users to obtain information and reports, and track offenders through any computer connected to the Internet.

Authorized County personnel will be able to see where all offenders are located at any given time, the location history of a specific offender, and alarms and alerts over any time period. The County can also track live the location of a high-risk offender. Reports are also available for inventory of active devices, inactive devices, or device history.

### **Monitoring and Case Management**

We understand that Sarpy County currently handles monitoring of offenders themselves, and prefer to continue in this mode. Our “Passive” monitoring is similar to your current program. “Passive” monitoring is a good option for low-risk participants who do not require tight supervision. If a participant on “passive” monitoring presents a series of violations, we can increase his monitoring level without changing out the ankle bracelet.

We also offer “Standard” and “Standard plus” monitoring that provides real-time notification of alarms to the agency. This is a good option when greater offender supervision and real time notification is required on critical alarms. With “Standard” and “Standard Plus,” the monitoring and case management of offenders will still be handled by Sarpy County.

In cases of offenders that need more intense supervision than Sarpy County personnel can provide, we offer “Premium” and “Premium Plus.” “Premium” and “Premium Plus” provides



real-time notification of alarms and our Monitoring Center responds to the alarms by following the protocols provided to us by the agency, and then notifies the agency if compliance is not obtained. This relieves the agency of having to handle each individual violation, while still providing close tracking and monitoring of medium and high-risk participants.

Our **Monitoring Center** is staffed 24/7/365 with fully-trained personnel. The Monitoring Center personnel track the location of offender, monitor and resolve or escalate alarms, communicate with the offender when necessary, and communicate with County officers to escalate alarms. For alarms, the representatives follow the protocols determined by the County for each type of alarm.

Our tracking device also includes a **vibrator** and a **95-decibel siren** that the Monitoring Center can activate to compel compliance by the offender. If an offender fails to comply after a violation, we can vibrate the device to remind the offender to comply. If that does not work, we can turn on the siren.

If the offender continues to be non-compliant, **we have the immediate ability to contact the offender by calling him/her through the device** (all calls are recorded). The Monitoring Center can also patch in an officer to speak to the offender directly. This feature is available on every unit and calls to the offender are included in the cost for selected monitoring levels.

### ***Alcohol Monitor with GPS***

In addition to the standard ankle bracelet GPS tracking unit described above, we offer the County our portable alcohol monitoring unit with a GPS locator as an additional technology option to the County.

The R.A.D.A.R. Alcohol Monitor provides **real-time alcohol detection in a portable unit with a GPS location fix** on the alcohol tests.

The R.A.D.A.R. System features dual, independent biometric technology for immediate user identification and confirmation; real-time, GPS location fix for positive or negative tests; is mobile device friendly for use with iPads and smart phones; is designed to meet or exceed all Department of Transportation alcohol testing accuracy standards; utilizes military-grade 256-bit encryption for data communications; has multiple testing capabilities and a web-enabled software platform to report in Microsoft Word, Excel or PDF formats; and features a 96-hour battery life.



### ***Customer Service***

We will provide the County with a dedicated Account Manager, Chad Strong, who will supervise the Electronic Monitoring program and ensure that the County's requirements are met. Mr.



LEADING-EDGE TECHNOLOGY FOR ELECTRONIC MONITORING

Strong is currently serving as Account Manager to the Sarpy County Jail, where we provide inmate telephone services under the name Synergy Telecom Service Company. Mr. Strong is located in Elkhorn, Nebraska.

We will also provide County personnel with a toll-free number to contact our Monitoring Center and Technical Help Desk 24/7/365 for any customer support or technical assistance that occur outside of regular office hours.

The following individuals are authorized to enter into a binding agreement with the County:

John H. Crawford  
Co-Owner and President  
12126 El Sendero St.  
San Antonio, Texas 78233  
Telephone: 210-599-7743  
Toll free: 800-582-6182  
Email: john@securetracksgps.com

Charles A. Slaughter III  
Co-Owner and Vice President  
12126 El Sendero St.  
San Antonio, Texas 78233  
Telephone: 210-599-7743  
Toll free: 800-582-6182  
Email: charles@securetracksgps.com

We look forward to discussing our proposal with the County and demonstrating our products. For further information or any questions, please contact me by telephone at 800-582-6182 or by email at john@securetracksgps.com.

Sincerely,

John H. Crawford  
President  
SecureTracks GPS

## **Addenda**

# Sarpy County Purchasing Department

SARPY COUNTY COURTHOUSE  
1210 GOLDEN GATE DRIVE SUITE 1220  
PAPILLION, NE 68046



Brian Hanson, Purchasing Agent  
(402) 593-2349  
Debby Peoples, Asst. Purchasing Agent  
(402) 593-4164  
Beth Garber, Senior Buyer/Contract Administrator  
(402) 593-4476  
Lois Spethman, Supply Clerk/Purchaser  
(402) 593-2102

## Addendum #1

### **Electronic Monitoring Equipment For Various County Departments**

Clarification #1: 4. Minimum Equipment Requirements; a. Electronic Monitoring Devices; 14. Replacement. Shall be removed and replaced with:

In the event that any of the equipment provided to the County under the contract is lost, stolen or damaged, the County will pay for the replacement of said equipment at the cost stated on the Revised Bid Form. Vendor must provide a pre-paid postage envelope for return of damaged equipment. Delivery of a replacement unit (s) shall be at the County's discretion within twenty four (24) hours of notification from the County. The County will make all reasonable efforts to deter the theft, loss or damage to the Vendor's equipment.

Clarification#2: The terms and conditions associated with the award of this agreement may be extended to other intergovernmental organizations, as approved by Sarpy County. As such, Sarpy County currently holds an agreement with another governmental organization for electronic monitoring equipment. The usage of this agreement is approximately two (2) to four (4) units. Under this agreement, the governmental organization reimburses Sarpy County for all equipment charges related to the contract.

Question #1: Page 3; Procedures for Evaluation and Awarding of Bid; h; We need clarification on several aspects of this criterion. Please confirm the County will lease monitoring equipment on a per device per day basis, as listed and please explain how vendors are to describe the life cost of the monitoring equipment when the County is leasing the equipment.

Response: The County will lease the monitoring equipment on a per device, per day basis. The factors listed under Procedures for Evaluation and Awarding of Bid will be used where applicable.

Question #2: Page 3; Procedures for Evaluation and Awarding of Bid; j; Please clarify how vendors are to determine the energy efficiency of their monitoring equipment when there is no industry standard to which energy for any given piece of equipment usage can be compared.

Response: The factors listed under Procedures for Evaluation and Awarding of Bid will be used where applicable.

Question #3: Page 3; Procedures for Evaluation and Awarding of Bid; k; Please clarify how vendors are to respond to this specification with (a) the assumption the County is leasing equipment on a per device per day basis and (b) the solicitation requests only GPS monitoring equipment and alternatives, such as RF, voice verification and alcohol, are not in the same class as requested equipment.

Response: Vendors are not required to respond to this section of the RFP.

Question #4: Page 9, Specifications; 1. Proposal Format; a. and Page 3; Procedures for Evaluation and Awarding of Bid; a) The instructions state in part vendors are to create distinctive sections titled after each of the evaluation criteria listed on Page 3. Please confirm vendors are to write responses to the Specifications 2, 3 and 4 under the first evaluation criteria, "compliance with all requirements."

Response: Proposal format should be based on the Technical Specification section not the Notice to Vendors or Terms and Conditions sections.

Question #5: Page 10; 3. Vendor Responsibilities; 4<sup>th</sup> paragraph the solicitation states the County "has a total of 46 GPS units." Please clarify the following: does the County lease the equipment from the incumbent? What is the breakdown of the 46 devices between the Juvenile Justice Center, House Arrest and Pretrial Release Program?

Response: All current equipment is leased with currently six (6) participants in Pretrial Release, two (2) participants in House Arrest and thirty eight (38) participants in the Juvenile Justice Center.

Question #6: Page 11; 4. Minimum Equipment Requirements; a. Electronic Monitoring Devices. The instructions state vendors are to provide a description of the "program for replacement of lost, damaged or replacement of units." Please explain the County's agreement with incumbent regarding (a) damaged and/or lost equipment and (b) "replacement of units." For example, is the County responsible for paying for damaged or lost equipment above a certain percentage?

Response: The County is currently responsible for paying for lost or damaged equipment.

Question #7: Page 11; 4. Minimum Equipment Requirements; a. Electronic Monitoring Devices; 10. While the term dual tamper detection is not used in the

solicitation, it seems this is the type of tamper technology the County is requiring. We respectfully request modifying the specification to reflect current tamper detection capability.

Response: Under the Terms and Conditions; 19. Exceptions Vendors may bid other than what is specified if it is of higher specification than what is requested. All vendor exceptions must be clarified.

Question #8: Page 12; 1. Participant Monitoring System Requirements; b. We need clarification on a couple aspects of this specification. Please clarify if the County's incumbent provides "additional monitoring equipment" such as iPads and cell phones. If so, please identify the number of each type of additional monitoring equipment the incumbent provides. Please clarify if the County is requiring vendors to provide "additional monitoring equipment," such as iPads and cell phones. If so, please provide the number the County needs the vendor to provide and a preference of type of device.

Response: Additional monitoring equipment is not currently provided and is not required from vendors for this proposal. Vendors are to identify if such equipment is available to the County as stated within the RFP on page 12; 1. b.

Question #9: Please identify the incumbent providing GPS monitoring equipment to the County.

Response: Corrisoft, LLC

Question #10: Please identify the name of the equipment the County uses from the incumbent for GPS monitoring.

Response: BluTag System and VeriTracks Software and System 5000.

Question #11: Please list the per day, per device, per offender rate the County currently pays.

Response: \$5.50 per day for active which is the only current use.

Question #12: Please clarify if the County is interested in using a vendor's monitoring center service where the vendor's technicians receive event notifications, such as tampering and zone violations and manage the events by following protocols provided by the County.

Response: The County is not interested in this service at this time.

Question #13: How many units were reported lost for 2013?

Response: Approximately four (4) units were damaged in 2013.

Question #14: Page 12, b. 5. Please confirm that a one piece GPS solution is acceptable and remove this specification.

Response: The County desires a one piece GPS solution.

Question #15: Page 11, 9. This specification is only applicable to a two piece GPS system. As the Bid Form asks for pricing for one-piece systems, would the County please remove this specification?

Response: Under the Terms and Conditions; 19. Exceptions Vendors may bid other than what is specified if it is of higher specification than what is requested.

Question #16: Page 11. A. 10. Please confirm that this is an optional requirement.

Response: See Question #7 above.

Question #17: Page 13, h. Please describe how the County currently sorts mapping information.

Response: Mapping information is sorted by departmental use as each department has different alarm requirements.

Question #18: Page 14, n. Will the County consider removing this requirement and confirm call failure rates during a testing phase?

Response: Maintaining error rate data is expected of vendors during the contract term. Contractors are not expected to meet this requirement prior to acceptance of proposals.

Question #19: Page 13, c. would the County please clarify what is meant by online registration?

Response: In reviewing databases the County will not install any software or programs onto County property including computers or computer networks.

Question #20: Will the County allow for a two-week extension from the date in which answers to questions are posted?

Response: The bid opening date remains unchanged.

Question #21: Reference Exhibit "A" Agreement, RFP, Page 18. Are vendors required to include this exhibit with the submitted response?

Response: No.

Question #22: Reference Section 3. Vendor Responsibility, RFP page 10. This page contains a blank space for vendors to populate the nearest warehouse where product will

be shipped from. Is this page required to be returned with a vendor's response, or should vendors include this information in the body of the response?

Response: This information should be incorporated on the attached Revised Bid Form.

Question #23: Reference Section 4.b Electronic Monitoring Devices – Requirements for One-Piece GPS Tracking System, RFP page 12: "Along with meeting all general specifications listed in 3.a..." Please confirm that the referenced section should be 4.a Electronic Monitoring Devices – Global Positioning Satellite Tracking (GPS) Minimum Equipment Technical Requirements.

Response: Correct. The referenced section should be 4.a.

Question #24: Reference Section 1.n, RFP page 14: "The proposer shall maintain an error rate for call failure not to exceed one percent (1%) annually, and upon request by the County shall provide data to demonstrate that this requirement is being met" Please define the term "call failure".

Response: Call failure shall be when the unit fails to connect to the monitoring system.

**All other terms and Conditions remain unchanged.  
Addendum must be acknowledged on the Bid Form.**

**Sarpy County, Nebraska  
Electronic Monitoring Equipment**

**REVISED BID FORM**

<b>GPS Tracking – One Piece</b>	
Active GPS	\$ _____
Hybrid GPS	\$ _____
Passive GPS	\$ _____

<b>GPS Tracking – One Piece</b>	
Replacement Unit	\$ _____

\*Prices are to be F.O.B. – Sarpy County, Nebraska

Nearest warehouse where product will be shipped from: \_\_\_\_\_

**Company Information**

Years in business: \_\_\_\_\_

# of employees \_\_\_\_\_

Total sales last 3 years  
\_\_\_\_\_  
\_\_\_\_\_

**References**

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_ Email: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_ Email: \_\_\_\_\_

Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
Date of Purchase: \_\_\_\_\_ Email: \_\_\_\_\_

I certify that this bid is submitted in accordance with the specifications issued by Sarpy County. I affirm that the original Specifications have not been altered in any way. Any alteration of the original Specifications, outside of an alternate bid, may be considered grounds for refusal of the bid.

I acknowledge receipt of the following addenda (if applicable):

Addendum #1 \_\_\_\_\_  
Addendum #2 \_\_\_\_\_

**Attachments:**      **Literature/Cut-sheets**

---

Company Name \_\_\_\_\_  
  
Authorized Signature \_\_\_\_\_  
  
Address \_\_\_\_\_  
  
City, State & Zip \_\_\_\_\_

---

Company Representative (Please print) \_\_\_\_\_  
  
Telephone Number \_\_\_\_\_  
  
Fax Number \_\_\_\_\_  
  
E-Mail Address \_\_\_\_\_

**NOTE: Sarpy County is tax exempt and will provide the proper form upon request.**

## **Table of Contents**

Sarpy County  
Nebraska

Electronic Monitoring Equipment

## Table of Contents

**Letter of Transmittal**

**Addendum #1**

**SECTIONS:**

<b>A. Bid Form .....</b>	<b>A-1</b>
<b>B. General Information / Notice to Vendors .....</b>	<b>B-1</b>
<b>C. Terms and Conditions .....</b>	<b>C-1</b>
<b>D. Specifications .....</b>	<b>D-1</b>
1. Proposal Format .....	D-1
2. Scope of Services .....	D-1
3. Vendor Responsibilities .....	D-2
4. Minimum Equipment Requirements .....	D-4
5. Participant Monitoring System Requirements .....	D-18
<b>E. Exceptions / Clarifications / Comments .....</b>	<b>E-1</b>
<b>F. Narrative of Services – GPS Tracking Device .....</b>	<b>F-1</b>
Equipment .....	F-1
Installation, Activation, and Deactivation .....	F-9
Monitoring and Case Management .....	F-12
TrackerPAL™ Software .....	F-16
Training Program .....	F-27
Monitoring Center and Data Center .....	F-30

**ATTACHMENTS:**

**1. Company History and Experience**

**2. SecureTracks GPS Licenses**

Assumed Name Certificate for SecureTracks GPS

Certification of Incorporation in Texas, Synergy Telecom Service Company, Inc.

SBE Certificate, Synergy Telecom Service Company, Inc.

**3. References**

**4. Literature**

**5. Sample Court Reports**

**6. Sample Inventory Control Reports**

**7. Sample Monitoring Reports**

**Tab A  
Bid Form**

COMPANY NAME: SecureTracks GPS

 Sarpy County, Nebraska  
 Electronic Monitoring Equipment

## REVISED BID FORM

## Daily Monitoring Costs (One Piece ankle bracelet plus monitoring)

Category	Base Price (per unit per day)
<b>GPS Tracking – One Piece</b>	
Active GPS	\$7.64 (1 minute reporting) \$7.24 (5 minute reporting)
Hybrid GPS	\$6.25 (1 minute reporting) \$5.99 (5 minute reporting)
Passive GPS	\$4.99 (5 minute reporting)
SecureCuff – optional	\$0.50 (in addition to the ankle bracelet)
HomeAware RF Beacon – optional	\$1.50 (in addition to the ankle bracelet)

**Active GPS**— with “Premium Plus” Monitoring, the device reports location every 1 minute, alarms reported in real time, Monitoring Center handles alarms in real time, alerts agency as required.

with “Premium” Monitoring, the device reports location every 5 minutes, alarms reported in real time, Monitoring Center handles alarms in real time, alerts agency as required.

**Hybrid GPS**— with “Standard Plus” Monitoring, the device reports location every 1 minute, alarms reported in real time, agency receives alarm notices in real time.

with “Standard” Monitoring, the device reports location every 5 minutes, alarms reported in real time, agency receives alarm notices in real time.

**Passive GPS**— with “Passive” Monitoring, the device reports location every 5 minutes; agency receives a daily notification of all activity. **Based on our information, our Passive GPS monitoring is similar to your current program.**

Our ankle bracelets have the ability to communicate (by depressing a button on the unit) to the Monitoring Center and from the Monitoring Center to the participant. The Monitoring Center can also include the agency on this call.

The SecureCuff strap is an armored strap that makes it difficult and time consuming to cut off the ankle bracelet, giving the agency time to pick up the offender before he/she is able to cut loose. We recommend the SecureCuff for all medium to high-risk offenders and all juvenile offenders. The SecureCuff is charged per day in addition to the ankle bracelet.

In addition, we provide an RF Beacon for those participants who live in high-rise apartments or houses with metal roofs, to allow more precise locationing in these circumstances. The beacon is charged per day in addition to the ankle bracelet.

### Replacement Costs

<b>GPS Tracking – One Piece</b>	
Replacement Unit (ankle bracelet)	\$1050.00
Regular Strap	\$12.00
SecureCuff Strap	\$35.00
HomeAware RF Beacon	\$175.00
Charger with Break-Away Cable	\$20.00
Break-Away Cable only	\$5.00

\*Prices are to be F.O.B. – Sarpy County, Nebraska

Nearest warehouse where product will be shipped from: 5827 S. 237<sup>th</sup> St., Elkhorn, NE 68022

In addition to the standard ankle bracelet GPS tracking unit described above, we offer the County our portable alcohol monitoring unit with a GPS locator as an additional technology option to the County.

Category	Base Price (per unit per day)
<b>Alcohol Monitoring Device – One Piece Portable</b>	
R.A.D.A.R. Alcohol Monitor	\$6.50

### Company Information

Years in business: 19 years

# of employees 15 direct employees

Total sales last 3 years 2011: \$5,500,000  
2012: \$5,700,000  
2013: \$6,000,000

## References

Company Name: Comal County Juvenile Probation  
Address: 171 East Mill, New Braunfels, Texas 78130  
Contact Name: Ron Mueller, Assistant Chief Juvenile Probation Officer Phone Number: (830) 221-1290  
Date of Purchase: May 2012 - Ongoing Email: pbjbam@co.comal.tx.us

Company Name: Hays County Juvenile Probation  
Address: 712 South Stagecoach Trail, San Marcos, TX 78666  
Contact Name: Chris Sundholm, Probation Officer Phone Number: (512) 393-7755  
Date of Purchase: May 2012 - Ongoing Email: chris.sundholm@co.hays.tx.us

Company Name: Frio/LaSalle Juvenile Probation  
Address: 500 E. San Antonio #10, Pearsall, TX 78061  
Contact Name: Victor Gaytan, Assistant Chief Probation Officer Phone Number: (830) 334-0030  
Date of Purchase: July 2008 - Ongoing Email: vhgaytan@friojpd.org

Company Name: Sarpy County Jail  
Address: 1208 Golden Gate Drive, Papillion, Nebraska 68046  
Contact Name: Captain Dan Williamson Phone Number: (402) 593-2285  
Date of Purchase: June 20, 2011 - ongoing Email: dwilliamson@sarpy.com

For more information about the above references, please see Attachment 3.

I certify that this bid is submitted in accordance with the specifications issued by Sarpy County. I affirm that the original Specifications have not been altered in any way. Any alteration of the original Specifications, outside of an alternate bid, may be considered grounds for refusal of the bid.

I acknowledge receipt of the following addenda (if applicable):

Addendum #1 \_\_\_\_\_

Addendum #2 \_\_\_\_\_

**Attachments:** Literature/Cut-sheets

SecureTracks GPS

Company Name

\_\_\_\_\_  
Authorized Signature

12126 El Sendero St.

Address

San Antonio, Texas 78233

City, State & Zip

John H. Crawford, President

Company Representative (Please print)

(800) 582-6182

Telephone Number

(210) 599-7913

Fax Number

john@securetracksgps.com

E-Mail Address

**NOTE: Sarpy County is tax exempt and will provide the proper form upon request.**

**Tab B**  
**General Information / Notice to Vendors**

## **GENERAL INFORMATION**

### **Notice to Vendors**

Sarpy County is seeking proposals for Electronic Monitoring Equipment for the Various County Departments. The successful Vendor will enter into a Contract that incorporates both the RFP along with the submitted proposal for a period of two (2) years commencing September 12, 2014 until Depember 12, 2016 with two (2), two (2) year options. Sarpy County reserves the right to award the contract to multiple vendors.

Sealed bids will be received Monday through Friday 8:00 a.m. to 4:45 p.m. except holidays, until 2:00 p.m., June 5, 2014. Bids shall be in a sealed envelope, clearly marked "Sealed Bid – Electronic Monitoring Equipment" and shall have the name of the Vendor, and the time and date of the bid opening. **Do not fax bids, only sealed bids will be accepted.**

**Submit one (1) original, four (4) copies and an electronic PDF copy of the completed proposal. The PDF copy should be in a single file format.**

**Requests for information and clarification questions must be received by 12:00 p.m., May 22, 2014 at 12:00 P.M. in order for Sarpy County to have time to issue an addendum.**

Bidding criteria must be received from Beth Garber, Purchaser, 1210 Golden Gate Drive Suite 1220, Papillion, NE 68046, (402) 593-4476, bgarber@sarpy.com or via the internet at [www.sarpy.com](http://www.sarpy.com).

Vendors that obtain specifications from the internet sites are responsible for obtaining any addenda that may be added at a later time.

Bids must be sent to:

Deb Houghtaling  
Sarpy County Clerk's Office  
1210 Golden Gate Drive Suite 1250  
Papillion, NE 68046

Bids not addressed and delivered to the above person will not be considered. Bids received after the above stated time and date will not be considered.

Bid opening will be a public opening to be held in the Sarpy County Administrative Conference Room at 1210 Golden Gate Drive, Papillion, NE. The bid opening will be at 2:00 p.m., June 5, 2014.

All bids submitted shall be valid for a period of ninety (90) days following the final date for submission of bids.

Sarpy County will not be liable for costs incurred by Vendors for proposal preparation, printing, demonstration, or any other costs associated with or incurred in reliance on proposal creation. All such costs shall be the responsibility of the Vendor.

The bids shall include all charges and applicable taxes, F.O.B. Destination, freight prepaid, Sarpy County, Nebraska. The Vendor need not include sales tax in the bid. Sarpy County will, upon request, furnish the successful Vendor with a completed State of Nebraska Tax Exempt Form 13 upon acceptance of the successful Vendor's proposal.

The Sarpy County Board of Commissioners reserves the right to reject any or all bids and to waive minor informalities.

In the event of conflict between unit price and extended price, unit price shall prevail.

#### **Procedures for Evaluation and Awarding of Bid**

Evaluation will be done by Beth Garber, Sarpy County Purchaser along with personnel from the Juvenile Justice Center and Pretrial Release Departments. After evaluation the Purchaser will make a recommendation to the County Board of Commissioners for award. This recommendation and pending award will be made at a public meeting of the Board of Commissioners. Agendas are available each Friday afternoon on our internet site [www.sarpy.com](http://www.sarpy.com). The Commissioners award the bid by majority vote.

The following factors will be used to consider the award of the bid, where applicable:

- a) Compliance with all requirements.
- b) Price.
- c) The ability, capability, and skills of the Vendor to perform.
- d) The character, integrity, reputation, judgment, experience, and efficiency of the Vendor.
- e) The quality of previous performance.
- f) Whether the Vendor can perform within the time specified.
- g) The previous and existing compliance of the supplier with laws.
- h) The life-cost of the personal property or services in relation to the purchase price and specified use.
- i) The performance of the personal property or service taking into consideration any commonly accepted tests and standards of product, service, usability and user requirements.
- j) The energy efficiency ratio as stated by the supplier.
- k) The life-cycle costs between alternatives for all classes of equipment, the evidence of expected life, the repair and maintenance costs, and the energy consumption on a per year basis.
- l) Such other information as may be secured having a bearing on the decision.

❖ SecureTracks GPS has read and agrees to all the above information and requirements.

## **Tab C**

### **Terms and Conditions**

## TERMS AND CONDITIONS

### 1. Information, Discussion, and Disclosures

Any information provided by Sarpy County to any Vendor prior to the release of this Request for Proposal ("RFP"), verbally or in writing, is considered preliminary and is not binding on Sarpy County.

The Vendor must not make available nor discuss any cost information contained in the sealed copy of the proposal to or with any employee of Sarpy County from the date of issuance of this RFP until the contract award has been announced, unless allowed by the Sarpy County Purchasing Department in writing for the purpose of clarification or evaluation.

No interpretation of the meaning of the specifications, or other bidding documents, or correction of any ambiguity, inconsistency, or error therein will be made orally to any Vendor.

Every request for such interpretation or correction should be in writing, addressed to the Sarpy County Purchaser, Beth Garber, 1210 Golden Gate Drive Suite 1220, Papillion, NE 68046 or bgarber@sarpy.com. **Requests must be received by 12:00 p.m., May 22, 2014 in order for Sarpy County to have time to issue an addendum. Requests received after deadline may not be considered.** In case Sarpy County finds it expedient to supplement, modify, or interpret any portion of the bidding documents prior to the proposed bid date, such procedure will be accomplished by the issuance of written addenda to the RFP which will be mailed or delivered to all prospective Vendors at the respective addresses furnished for such purpose.

❖ Agree.

### 2. Addenda

All addenda will become part of this RFP and must be responded to by each Vendor. All addenda must be acknowledged in writing in the bid submitted by the Vendor.

This RFP, any subsequent addenda, and any written responses to questions take precedence over any information previously provided.

❖ Agree.

SecureTracks GPS is in receipt of Addendum #1.

### 3. Confidentiality of Documents

Sarpy County considers all information, documentation and other materials requested to be submitted in response to this proposal to be of a non-confidential and/or non-proprietary nature and therefore shall be subject to public disclosure under Neb. Rev. Stat. § 84-712.05(3).

Vendors are hereby notified that Sarpy County strictly adheres to all statutes, court decisions, and opinions of the Nebraska Attorney General with respect to disclosure of RFP information.

Any "proprietary, trade secret, or confidential commercial or financial" information must be clearly

identified, in a separate sealed envelope, at the time of bid/proposal submission. **Pricing information is not considered financial information and therefore is not considered Confidential.** Please note: even if Vendor believes pricing information is confidential and includes it in a separate, sealed envelope, such information will be read aloud and entered into record during the public bid opening. For all other appropriately identified proprietary, trade secret, or confidential commercial or financial information, the Vendor will be required to fully defend, in all forums, Sarpy County's refusal to produce such information; otherwise, Sarpy County will make such information public upon request.

❖ Agree.

#### 4. Non-Discrimination Clause

Pursuant to Neb. Rev. Stat. §73-102 (Reissue 2009), Vendor declares, promises, and warrants it has and will continue to comply fully with Title VI of the Civil Rights Act of 1964, as amended (42 U.S.C.A. §1985, et seq.), and the Nebraska Fair Employment Practice Act, Neb. Rev. Stat. §48- 1101, et seq. (Reissue 2010), in that there shall be no discrimination against any employee who is employed in the performance of this Contract, or against any applicant for such employment, because of age, color, national origin, race, religion, creed, disability or sex.

❖ Agree.

#### 5. Conflict of Interest Clause

Pursuant to Neb Rev. Stat. §23-3113 (Reissue 2012), the parties hereto declare and affirm that no officer, member, or employee of the County, and no member of its governing body, and no other public official of the County who exercises any functions or responsibilities in the review or approval of the undertaking described in this Contract, or the performing of services pursuant to this Contract, shall participate in any decision relating to this Contract which affects his or her personal interest, or any corporation, partnership, or association in which he or she is directly or indirectly interested; nor shall any employee of the County, nor any member of its governing body, have any interest, direct or indirect, in this Contract or the proceeds thereof.

❖ Agree.

#### 6. Payment Terms

The successful Vendor shall submit monthly itemized invoices by department for payment. The various Sarpy County departments will make payment to the successful Vendor within thirty (30) days after receipt of invoice and satisfactory delivery.

❖ Agree.

## **7. Supplemental Terms and Conditions/Modifications**

Any supplemental terms, conditions, modifications, or waiver of these terms and conditions must be in writing and signed by the Sarpy County Board Chairman and the Vendor.

- ❖ Agree.

## **8. Term**

The Contract will be for a two (2) year period commencing on September 12, 2014 until December 12, 2016 with two (2), two (2) year options. The cost for the option years will be provided in writing to the County sixty (60) days prior to the expiration date of the current contract year. Any cost changes for the option years is the responsibility of the Vendor. If Sarpy County does not receive any notification of price changes, the prices are to remain the same.

- ❖ Agree.

## **9. Renewal**

The Contract shall automatically renew for each option year unless the County notifies Vendor in writing thirty (30) days prior to expiration of current contract period of the intent not to renew.

- ❖ Agree.

## **10. Termination**

Either party may terminate the Contract with ninety (90) days' written notice to the other.

- ❖ Agree.

## **11. Residency Verification**

The Vendor agrees to comply with the residency verification requirements of Neb. Rev. Stat. §4-108 through §4-114. The Vendor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E- Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee.

If the Vendor is an individual or sole proprietorship, the following applies:

The Vendor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at [www.das.state.ne.us](http://www.das.state.ne.us).

- a) If the Vendor indicates on such attestation form that he or she is a qualified alien, the Vendor agrees to provide the U.S. Citizenship and Immigration Services documentation required to

verify the Vendor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.

b) The Vendor understands and agrees that lawful presence in the United States is required and the Vendor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. Sect. 4-108.

❖ Agree.

SecureTracks GPS is enrolled in and participates in the E-Verify program.  
SecureTracks GPS is a United States company.

## **12. Breach**

Should Vendor breach, violate, or abrogate any term, condition, clause or provision of this agreement, the County shall notify Vendor in writing that such an action has occurred. If satisfactory provision does not occur within ten (10) days from such written notice the County may, at its option, terminate this agreement and obtain an alternate provider to provide all required materials. This provision shall not preclude the pursuit of other remedies for breach of contract as allowed by law.

❖ Agree.

## **13. Insurance Requirements**

**The Vendor shall not begin work under this Agreement until all insurance certificates have been filed with the Sarpy County Clerk.**

Vendor shall not commence work on this Contract until he/she has obtained all insurance required under this Section and such insurance has been approved by Sarpy County, nor shall Vendor allow any subcontractors to commence work on his/her subcontract until similar insurance required of the subcontractor has been so obtained and approved.

The following insurance coverages shall be kept in force during the life of the Contract and shall be primary with respect to any insurance or self-insurance programs covering the County, its commissioners/supervisors, officials, agents, representatives and employees. These insurance coverages shall specifically state, or be endorsed to state, that thirty (30) days' notice shall be given to the County in the event of cancellation of, or material change in, any of the coverages.

### Workers' Compensation and Employers Liability Insurance

The minimal acceptable limits shall be the statutory limits as required by the State of Nebraska for Coverage A, Workers' Compensation and \$500,000 each accident for Coverage B, Employers Liability.

Commercial General Liability Insurance

Coverage should include broad form coverage written on a commercial general liability form and written on an occurrence basis. The coverage must protect against claims for damages resulting from bodily injury, including death, personal injury and property damage.

The minimum acceptable limits of liability shall be \$1,000,000 each occurrence. If the coverage contains a general aggregate, such limit shall not be less than \$2,000,000. The products/completed operations limit shall not be less than \$2,000,000. The County is to be named as an additional insured on the insurance coverage required under this section.

Automobile Liability Insurance

Coverage shall be against claims for damages resulting from bodily injury, including death and property damage, which may arise from the operations of any owned, hired or non-owned automobile. The minimum acceptable limit of liability shall be \$1,000,000 Combined Single Limit for each accident. The County is to be named as an additional insured on the insurance coverage required under this section.

Certificate of Insurance

The Vendor shall furnish the County with a certificate(s) of insurance evidencing the coverages required in this section. If the certificate(s) is shown to expire prior to completion of all the terms of this Contract, the Vendor shall furnish a certificate(s) of insurance evidencing renewal of its coverage to the County. The County is to be included as an additional insured on the Commercial General Liability and the Automobile Liability insurance coverage required under this section.

The Vendor shall require each and every Subcontractor performing work under this Contract to maintain the same coverages required of the Vendor in this Section, and upon the request of the County, shall furnish the County with a certificate(s) of insurance evidencing the Subcontractor's insurance coverages required in this section.

Insurance Company

All insurance coverages herein required of the Vendor shall be written by an insurance company or companies transacting business as an admitted insurer in the State of Nebraska or under the Nebraska Surplus Lines Insurance Act. All insurance companies must possess a minimum A.M. Best Insurance Company rating of A-. Upon request by the County, the Vendor shall furnish evidence that the insurance company or companies being used by the Vendor meet the minimum requirements listed in this section.

Upon request by the County, the Vendor shall furnish the County with complete and accurate copies of the insurance policies required within this section. If at any time during the life of this Contract, the Vendor's insurance coverages and limits do not meet or exceed the minimum insurance requirements presented in this section, the Vendor is required to notify the County within thirty (30) days of any deviations from the minimum requirements presented in this section.

- ❖ Agree.

SecureTracks GPS has insurance certificates on file at Sarpy County, under our parent company name Synergy Telecom Service Company.

#### **14. Assignment**

The Vendor may not assign this Contract without the prior written consent of the County.

- ❖ Agree.

#### **15. Subcontracting**

Vendor may not subcontract the work to be performed, without prior written consent of the County. If such consent is granted, Vendor will retain responsibility for all work associated with the Contract. The Vendor must identify any subcontractors it intends to use in the execution of this Contract. The Vendor must identify subcontractors in writing within the proposal.

- ❖ Agree.

SecureTracks GPS does not plan to subcontract any work to be performed under this contract.

#### **16. Independent Contractor**

The Vendor shall in the performance of the Contract at all times be an independent contractor and not an employee or agent of the County. The Vendor, its officers, employees and agents shall at no time represent the Vendor to be other than an independent contractor or represent themselves to be other than employees of the Vendor.

- ❖ Agree.

#### **17. Indemnity**

The Vendor shall indemnify and save harmless Sarpy County, its officers, employees and agents from all loss, claims, suits or actions of every kind and character made upon or brought against Sarpy County, its officers, employees, or agents, for or sustained by any party or parties as a result of any act, error, omission or negligence of said Vendor or its servants, agents, and subcontractors; and also from all claims of damage in fulfilling this Contract.

- ❖ Agree.

## **18. Deviations**

Once the bid has been accepted by Sarpy County, no deviations from the specifications will be accepted without prior written approval of Sarpy County.

- ❖ Agree.

## **19. Exceptions**

These specifications are minimum acceptable specifications. You may bid other than what is specified if it is of higher specification than what is requested. Vendor must list any exceptions to the bid specifications on the bid form.

- ❖ Agree.

## **20. Literature**

Vendor shall attach detailed specifications or advertising literature of systems to the bid form. Any information necessary to show compliance with these requirements not given on the attached advertised data sheets shall be supplied in writing and attached to the bid proposal. Lack of sufficient information supplied with a proposal is cause for automatic rejection of such bid.

- ❖ Agree.

We have included a detailed description of our proposed services in Section F and standard literature in Attachment 4.

## **21. Warranty**

A copy of all manufacturer's warranties shall be included in Vendor's proposal.

The Vendor shall warrant all materials, workmanship and equipment against defects for a period of one year beginning on the date of substantial completion except that certain equipment shall be warranted for longer periods as described in manufacturer's warranties.

- ❖ Agree.

As this proposal is for equipment leased to the County, manufacturer's warranties do not apply.

## **22. Company Information**

Vendor will provide the following company information on the bid form:

- a. Years in business;
- b. Number of employees; and,
- c. Total sales for last three (3) years.

❖ Agree.

SecureTracks GPS has provided the above information on the Bid Form.

## **23. References**

Each Vendor must include with its proposal a list of no less than three (3) current references that have purchased the specified product or service within the last two (2) years. The list must include the name of the company along with the name, phone number, and email of a contact person for each company.

❖ Agree.

SecureTracks GPS has provided the above information on the Bid Form and Attachment 3.

## **24. Vendor Demonstrations**

On request, Sarpy County may request the Vendor to give an on-site demonstration to the evaluation committee, at no additional cost to Sarpy County. The demonstration shall be of the proposed system only.

❖ Agree.

## **Tab D Specifications**

## SPECIFICATIONS

### 1. Proposal Format

To facilitate the evaluation process, the Vendor must organize their proposal into distinctive sections that correspond with the individual categories described herein.

- a. Each distinctive section should be titled with each individual evaluation category and all material related to that category should be included therein.
- b. The bid form should be placed at the beginning of the proposal. **Vendors must use the Bid Form included within the Specifications.**
- c. The Proposal must, at a minimum, address all mandatory and desired services, equipment, materials, etc. Responses must fully describe how the service will be performed and what hardware/software (if any) is required at the various Sarpy County departments to access the service.

❖ Agree.

SecureTracks GPS has organized our proposal as instructed in Addendum #1, Question #4. In the Sections, we have returned the RFP, excluding "Exhibit A: Agreement" (stated in Addendum #1, Question #21, not to be included in the response). We have placed the Bid Form first. We have responded to all requirements in the Specifications. In addition, we have included a Narrative of Services (Section G) that describes our services completely, including some aspects not specifically covered in the Specifications.

We have titled the Sections and Attachments to make it easy to navigate our Proposal and locate the required information for each of the evaluation criterion.

No hardware or software is required at the Sarpy County departments to access the service. Sarpy County personnel will access the proposed service through their own desktop computers connected to the Internet. No special software is required.

### 2. Scope of Services

The purpose of this Request for Proposal is to enter into a contract with a qualified firm for Electronic Monitoring Equipment for various departments within Sarpy County, Nebraska. Currently the Juvenile Justice Center, House Arrest and Pretrial Release utilize electronic monitoring equipment. However, the vendor must accommodate additional departments throughout the term of this agreement.

❖ Agree.

SecureTracks GPS would be pleased to accommodate additional departments should the County desire it.

### 3. Vendor Responsibilities

The vendor shall provide technical services on a toll free basis during the entire contract period at no additional cost to Sarpy County. The vendor may be asked to provide on-site support. The vendor shall provide initial training and in-service or advanced training as deemed necessary and/or appropriate by the vendor and/or Sarpy County, to accommodate equipment changes or modifications.

❖ Agree.

Authorized County personnel will be provided with a toll-free number to contact our live Monitoring Center and Technical Help Desk 24/7/365 for any customer support or technical assistance related to hardware or software issues. While we do not provide this number to offenders; offenders can call the Monitoring Center through the device itself during an emergency.



Device Call Button

SecureTracks GPS's Account Manager, Chad Strong, will be available to the County for on-site support, training, or any other assistance the County requires. Mr. Strong lives in Elkhorn, Nebraska, 15 minutes from the County buildings. Mr. Strong is currently providing account services to Sarpy County Jail. Please contact Sarpy County Jail (References, Attachment 3) to verify the quality of services Mr. Strong is providing to them.

SecureTracks GPS will provide initial training on-site, and advanced training as needed by the County. Because the County is expecting to manage their own monitoring program, SecureTracks GPS recommends an initial, on-site training and deployment that encompasses two (2) days. The training includes classroom training as well as the actual deployment of equipment on participants. Our training schedule is customizable, so on completion of the Implementation Planning meeting, we will develop a training schedule specifically for the County. The following training schedule is an example of how we can accomplish training of County staff:

Day 1 –training session with staff

- GPS Monitoring
  - Hardware overview
  - Software overview
  - Review/add County users
  - Discuss/review alarm protocols
- Lunch break
- GPS Monitoring
  - Add offender profiles
  - Create inclusion/exclusion zones and schedules
  - Device installation training
  - Activation/Deactivation review
  - Alarm response review
- SecureAlert University- Online resource site

Day 2 – Review and Deployment

- Q&A of previous days training
- Device installations
- Learning assessment

On the completion of initial training and deployment, SecureTracks GPS will request a post-deployment assessment meeting to review current program status and discuss any outstanding needs or issues.

Sarpy County will have shelf units on stock. At no additional charge to the County the vendor must furnish a minimum of three (3) shelf units or 10% of stock for the Juvenile Justice Center/House Arrest and two (2) shelf units for Pretrial Release. Vendor must overnight delivery all units, upon request. Shipping will be at no additional cost to the County.

Nearest warehouse where product will be shipped from:

5827 S. 237<sup>th</sup> St., Elkhorn, NE 68022

The vendor shall provide enough monitoring units for daily usage. The vendor shall provide units on an as needed basis for the prices set forth in the Bid Form. Currently, Sarpy County has a total of forty six (46) GPS units. The average number of days of participation varies from four (4) weeks to

three (3) months or longer. These numbers should be used as an estimate only. Sarpy County Does not guarantee a minimum or maximum number of units in use.

❖ Agree.

SecureTracks GPS will provide the County departments with adequate inventory as requested. If additional or replacement units are required, Mr. Strong will deliver them to the County.

Should technological advances occur, such advances shall be communicated to Sarpy County. Said advances shall be provided to Sarpy County upon our request. Additionally, as equipment upgrades become available throughout the life of the contract, such upgrades shall be made available to Sarpy County. Sarpy County has the option throughout the life of the contract to add any services offered by the Vendor.

❖ Agree.

Any technological advances or improvement of our equipment will be made available to the County. Because the County is leasing units, not buying them, the County will automatically be supplied with the most up-to-date tracking units available.

We have described our full range of services in Section F. Any of these services are available to Sarpy County as options at prices stated in the Bid Form. Sarpy County may select or remove any option at any time during the contract period.

#### **4. Minimum Equipment Requirements**

The vendor must provide software, electronic monitoring units capable of passive, active or hybrid monitoring. Equipment must be fully functional including, but not limited to, straps, batteries, clips and other related accessories along with required tools for installation of transmitters. Equipment accessories and tools shall be provided to the County at no additional cost throughout the term of the contract.

**All equipment must be operational by September 13, 2014. Any set up and testing must be done in advance.**

❖ Agree.

SecureTracks GPS' proposal is for a GPS offender tracking system, including all equipment, software, and interfaces, to exceed the requirements and specifications described herein. All equipment has been tested in the field and is fully functional. Installation tools will be provided to the County at no cost. Monitoring equipment will be provided at the rates stated in the Bid Form.

a. Electronic Monitoring Devices – Global Positioning Satellite Tracking (GPS) Minimum Equipment Technical Requirements

The proposed equipment must provide active, passive and/or hybrid GPS surveillance equipment in conventional unit types. A thorough description of the monitoring system,

capability for each equipment type and program for replacement of lost, damaged or replacement of units must be included in the proposal.

- ❖ Agree.

#### **One-Piece Ankle Tracking Device**

SecureTracks GPS's offender tracking device (ankle bracelet), the ReliAlert™XC GPS, is a stand-alone **one-piece unit** that encompasses a CPU, advanced GPS technology, GPRS/GSM cellular technology, embedded RF technology, two/three-way voice communication technology, and a 95-decibel siren.

The offender/tracking device **location is checked every 2 seconds**, and location information is transmitted to the host software (TrackerPAL™) every 1 minute or 5 minutes, depending on the monitoring level selected. Alarms are reported in real time. All data is **encrypted** and secured end-to-end to prevent hacking or transmission of false data.

In the cases where a GPS signal is lost, the tracking device automatically switches to cell-phone triangulation to provide offender location. Once GPS signal is regained, it will switch back to GPS tracking.

Our tracking device also includes a **95-decibel siren** that the Monitoring Center can activate to compel compliance by the offender. (The siren is in addition to the device vibrator.)

**Three-way communication** at any time with the offender is available through the embedded cell-phone feature on each unit. The Monitoring Center can call the participant and the participant can call the Monitoring Center through his device. The Monitoring Center can also patch in an officer to speak to the offender directly. All calls are recorded.



**The ReliAlert™XC GPS tracking device**

### ***Monitoring Levels***

SecureTracks GPS' ankle tracking device checks its location every 2 seconds, and collects and stores data regarding its location, battery level, strap integrity and so on. This data is transmitted to the TrackerPAL™ software (central server) at set intervals depending on the monitoring level selected by the County.

Alarms are transmitted in real time as they occur. Once an alarm is triggered, data is transmitted every 10 seconds to the server (except in Passive mode) for up to 10 minutes or until compliance occurs.

The TrackerPAL™ software or Monitoring Center then notifies the County's designated personnel of alarms and location data at set times depending on the monitoring level selected by the County.

Our monitoring levels are summarized in the table below. Please note that the fifth row "Notification" is from the server to the agency (or Monitoring Center), while the second, third, and fourth rows "Reporting Frequency" is from the ankle bracelet to the server.

	Premium Plus	Premium	Standard Plus	Standard	Passive
GPS Location Fix	2 seconds	2 seconds	2 seconds	2 seconds	2 seconds
GPS Trace Reporting Frequency	1 minute	5 minutes	1 minute	5 minutes	5 minutes
Data Reporting Frequency	1 minute	5 minutes	1 minute	5 minutes	30 minutes
Alarm Reporting Frequency	Real Time	Real Time	Real Time	Real Time	Real Time
Notification	Active Monitoring Center Intervention Real Time Notification Real Time Email Alarm Notification		Real Time Email or Text Alarm Notification		Daily Report Notification
Live Agent Intervention	Yes 3-way voice	Yes 3-way voice	Limited* 3-way voice	Limited* 3-way voice	Limited* 3-way voice
Reports	Standard and Custom GPS Reports	Standard GPS Reports			
24/7 Help Desk Support	Yes	Yes	Yes	Yes	Yes

\* Calls to and from the unit for emergency contact purposes only, not as a regular monitoring feature.

"Passive" monitoring is a good choice for agencies where staffing or budget constraints dictate minimal participant supervision and immediate response to violations is not required. This is also a good option for low-risk participants who do not require tight supervision. If a participant on "passive" monitoring presents a series of violations, we can increase his monitoring level without changing out the ankle bracelet. According to our information, our "passive" monitoring is equivalent to the "active" monitoring the County is currently utilizing.

"Standard" and "Standard plus" provides real-time notification of alarms to the agency and requires the agency to actively monitor the participant. This is a

good option when budget constraints limit options, but greater offender supervision and real time notification is required on critical alarms.

“Premium” and “Premium Plus” provides real-time notification of alarms and our monitoring center responds to the alarms by following the protocols provided to us by the agency, and then notifies the agency if compliance is not obtained. This relieves the agency of having to handle each individual violation, while still providing close tracking and monitoring of medium and high-risk participants.

### ***Program for Replacement of Units***

SecureTracks GPS will replace lost or damaged units within 24 hours of notification by the County. The replacement costs are detailed in the Bid Form.

For additional information, including some aspects not specifically asked for in the following specifications, please refer to Section F, Narrative of Services.

All equipment must also include:

1. All equipment provided by the vendor shall remain the property of the vendor and shall be in good repair and within specifications. All equipment supplied must be latest design and model equipment unless specifically requested by the County.

❖ Agree.

SecureTracks GPS will retain ownership of all equipment. We will supply only the latest model equipment that is in good repair and meets the specifications of the Proposal.

2. Appropriate monitoring devices proposed shall be the type that are attached to each participant and easily installed in the home by the participant as well as Sarpy County Staff.

❖ Agree.

SecureTracks GPS's monitoring devices are ankle bracelets that are easily installed at Sarpy County's offices or at the participant's home.

The only time an installation is required to take place at a participant's home is if the County decides to utilize an RF Beacon in conjunction with the GPS ankle bracelet, in cases where the GPS signal is obscured by a metal roof or a high-rise apartment building. In these cases, the RF Beacon provides more accurate tracking than the GPS ankle bracelet alone.

3. The identification device shall be comfortably worn on the ankle of the participants.

❖ Agree.

SecureTracks GPS's ankle tracking device is designed to be worn comfortably on the ankle of the participant.

4. The unit shall not pose a health or safety hazard to the participant or others and shall function reliably under normal household environmental and atmospheric conditions.

❖ Agree.

SecureTracks GPS's ankle tracking device does not pose a health or safety hazard and is designed to function reliably under normal household environmental and atmospheric conditions.

5. The device must be capable of being securely attached to the participant in such a manner that efforts to tamper with or remove the device are detectable.

❖ Agree.

SecureTracks GPS's ankle tracking device is securely attached to the participant's ankle. The strap and ankle tracking device are tamper resistant and any attempt to remove the device or tamper with it will set off an alarm that is reported by the device in real time.

SecureTracks GPS provides two levels of straps for the ReliAlert™XC device. The standard strap that accompanies the ReliAlert™XC device is ideal for low and medium risk offenders. It is made of hypoallergenic plastic and has dual, braided stainless-steel cables encased in the outer edges. The embedded dual steel cables provide rigidity; prevents the wearer from heating up and stretching the plastic to remove it without severing the strap; and makes it cut-resistant. A fiber-optic strand is embedded in the center of the strap that, if compromised in any way, immediately generates an alarm sent to the TrackerPAL™ software. Security screws are used to attach the strap to the device and require a proprietary driver bit and torque driver to install and remove. The straps are precut and are available in several sizes. A simple ankle measuring tool is provided to ensure proper sizing.



**Standard ReliAlert™ Strap**

In cases where strap tampering is likely to be an issue, SecureTracks provides a unique, patent-pending, high-security strap known as SecureCuff™. The SecureCuff™ is the only high-security cuff in the industry specifically made for

high-risk offenders. It has been selected for use by other juvenile agencies including Philadelphia Juvenile Probation and Clark County Nevada Juvenile. The SecureCuff has encased hardened steel bands that have been customer tested with 4-foot bolt cutters and provide extreme cut-resistance. The cuff includes the same fiber-optic technology as the standard strap for tampering notification and specialized security screws to secure the strap to the device. Even if the offender manages to cut through the first steel band, the fiber-optic cable will be severed triggering an alarm and the offender needs more time to cut through the second band, giving officers time to successfully respond to and prevent a potential “cut and run.” The SecureCuff™ is an optional accessory. Please refer to the Bid Form for the pricing of the SecureCuff™ option.



ReliAlert™ XC SecureCuff

6. The device must be small, lightweight, and neither poses a health hazard nor unduly restricts the activities of the participant.

❖ Agree.

The tracking device contains a transmitter and receiver in one unit that fits comfortably around the Participant's ankle. The ReliAlert™ XC device is 4.25 x 3.5 x 1.25 inches in size (depth is 2" at battery bulge) and weighs 9.87 oz.

SecureTracks GPS's ankle tracking device is designed to allow the participant to engage in normal activities, without being restricted by the device itself. It does not pose a health hazard.

7. The device must be shock resistant, water and moisture proof and function reliably under normal atmospheric and environmental conditions. Waterproof must be up to 15 feet and comply with FCC regulations.

❖ Agree.

The ReliAlert™XC device case components, front and back, are made of Makroblend UT408 polycarbonate (used in bullet-proof glass) and PET polyester blend. The combination is one of the strongest plastic substances available making it highly tamper-resistant while maintaining a relatively light weight.

- Shock tested to 40 Gs repeated 24,000 times
- Constant acceleration of 3 Gs across 3 axes for 3 hours
- Drop tested from 39"
- Low Temperature: -20° C (-4° F) for 16 hours
- High Temperature: +60° C (140° F) for 16 hours
- Change in Temperature: Cycling between -20° C and +60°
- Waterproof to 15 feet
- Size 4.25 x 3.5 x 1.25 inches (depth is 2" at battery bulge)
- Weight 9.87 oz.
- Tamper-resistant strap
- 95-decibel siren
- 3-way voice communications

8. The device shall contain a transmitter with a coded signal that is unique to the individual to whom it is attached.

❖ Agree.

Data communications between the ReliAlert™XC device and the application server is facilitated through cellular GSM GPRS/EDGE (HSPA for 3G UMTS communications) using a UDP data-packet protocol.

There are five communication interfaces pertinent to ReliAlert™XC communications security:

1. Cellular data communication between device and cellular network
2. Data communication between cellular network and SecureAlert application server
3. User interface – data communication between users in the field and the SecureAlert application server

4. User interface – data communication between the SecureAlert Monitoring Center and SecureAlert application server
5. Voice calls

Only the tracking device can establish a data connection to the destination server. The data connection cannot be established with a request external to the device so connection is impervious to IP impersonation techniques such as IP spoofing. The tracking device is explicitly programmed to only communicate with the destination server.

All data transferred to and from the tracking device are represented in encoded hexadecimal or binary format. There is no use of clear (readable) text. The data communication link between the cellular carrier and the SecureAlert application server is facilitated through a security-encrypted point-to-point VPN data link.

9. The transmitter signal shall not have the same coding scheme or radio frequency used by any commercial or consumer available products and shall be designed to discourage tracing and duplication of the signal.

❖ Agree.

The SecureTracks GPS tracking device (transmitter) communicates with the server through encrypted data. The device is programmed to only communicate with the server, and is programmed to resist hacking. Please see our full description immediately above.

10. The transmitter shall incorporate a minimum of two technologies to sense and report that the transmitter device is removed from the participant. This shall include detection of removal when the transmitter strap has not been cut. The tamper alert signal shall continue until the device has been properly reset by an authorized person

❖ Agree.

The SecureTracks GPS tracking device (transmitter) detects and alarms when the device is removed from the participant (by removing the security screws) or when the device is removed from the participant by cutting the strap. It will also alarm for attempts to cut the strap that are not successful.

The standard strap has dual, braided stainless-steel cables encased in the outer edges. The embedded dual steel cables provide rigidity; prevents the wearer from heating up and stretching the plastic to remove it without severing the strap; and makes it cut-resistant. A fiber-optic strand is embedded in the center of the strap that, if compromised in any way, immediately generates an alarm sent to the TrackerPAL™ software.

Security screws are used to attach the strap to the device and require a proprietary driver bit and torque driver to install and remove. The device also detects when the strap is removed by the screws and will alarm for this event.

When installing or removing the device, we recommend calling the toll-free number for the Monitoring Center so that they will expect the alarm that removal or installation of the device produces.

The tamper alert signal continues until it is reset by the Monitoring Center or another authorized person.

11. The transmitter shall be battery powered and must be equipped with a battery warning time allowance

- ❖ Agree.

The ReliAlert™ XC device contains a battery that is capable of 36-45 hours of operation at one-minute tracking and reporting intervals. The battery life is approximately 500 recharge cycles.

The offender needs to manage the battery level of the device by charging it at reasonable intervals. Charging time is approximately 90 minutes if charged every 24 – 28 hours. The ReliAlert™ XC device is charged while on the offender's ankle. Each ReliAlert™ XC device is provided with a 6-foot charging cord with a break-away cable. The offender attaches the break-away cable to the charging cord, inserts the break-away cable into the charging slot in the front of the device, then plugs the charging cord into a standard 110-volt AC outlet. Typical charging time is less than 2 hours. A fully depleted battery will not require more than 3 hours to fully re-charge.



ReliAlert™ XC Being Charged

When the battery gets low, the device vibrates and the LED indicator light on the top of the device flashes red. The LED normally flashes green every 5 seconds to reflect a good battery charge. When the battery is low, in addition to vibrating on the offender's ankle, the device sends an "event" message to the Host (TrackerPAL™ software).

If the battery is not recharged, at 3 hours prior to battery failure an alarm is sent to the TrackerPAL™ software, and the Monitoring Center staff follow the prescribed protocols.

12. Equipment provided shall not be available on the open market.

❖ Agree.

SecureTracks GPS's ankle tracking device is available only to law enforcement agencies through authorized dealers and the manufacturer. Security is tightly controlled and it is not sold on the open market.

13. The equipment shall be of a current technology being offered by the manufacturer.

Proposals shall identify equipment make and model.

❖ Agree.

SecureTracks GPS' offender tracking device, the ReliAlert™XC GPS contains the most advanced locationing and communication technology available. It is the only one-piece device that encompasses a CPU, advanced GPS technology, GPRS/GSM cellular technology (voice and data), two/three-way voice communication technology, and a 95-decibel siren. The device is securely attached and worn on the offender's ankle. The ReliAlert™XC device communicates tracking and device information at set intervals to the TrackerPAL™ software and live Monitoring Center and allows real-time communications between the Agency, Monitoring Center operators, and the participant.

(The following paragraph has been changed per Addendum #1)

~~14. In the event that any of the equipment or software provided under the contract fails to function properly, is lost, stolen or damaged the vendor will, at no additional cost to the County, deliver a replacement unit (s) to the County within 24 hours of notification from the County. The County will make all reasonable efforts to deter the theft, loss or damage to the vendor's equipment.~~

~~14. In the event that any of the equipment provided to the County under the contract is lost, stolen or damaged, the County will pay for the replacement of said equipment at the cost stated on the Revised Bid Form. Vendor must provide a pre-paid postage envelope for return of damaged equipment. Delivery of a replacement unit(s) shall be at the County's discretion within twenty four (24) hours of notification from the County. The County will make all reasonable efforts to deter the theft, loss or damage to the Vendor's equipment.~~

❖ Agree.

SecureTracks GPS will pick up damaged equipment and deliver replacement components or units within 24 hours of notification by the County. SecureTracks GPS has provided pricing for replacement components on the Bid Form.

b. Electronic Monitoring Devices – Requirements for One-Piece GPS Tracking System

Along with meeting all general specifications listed in 3.a 4.a (correction per Addendum #1) the vendor must meet or exceed the following specifications for a one-piece GPS Tracking System:

1. Unit must include motion detection.

- ❖ Agree.

SecureTracks GPS's ankle tracking device is designed to track movements. If the ankle bracelet is reporting a location that doesn't change, that is in itself an alarm.

SecureTracks GPS has not developed a "no motion" alarm because it is redundant for our type of unit. First, the locationing for the tracking unit is so precise that a failure to move is easily detectable. Second, the security on the strap is so sophisticated and reliable that it is impossible for the participant to remove the device without generating an alarm. Third, if the participant tries to run down the battery in order to circumvent tracking, the agency will have ample time to respond and compel compliance. For example, on one test unit, the Monitoring Center activated the 95-decibel siren when our employee forgot to charge his unit. 95-decibels is very loud: he charged it immediately.

On the other hand, our RF Beacon (when used) is expected to stay in one location, and thus it will alarm if it is moved.

The screenshot displays the SecureTracks GPS monitoring software. On the left is a satellite map of a residential area with a red boundary drawn around a specific location. A red callout box highlights a 'Beacon Moved - GPS (High)' event from 'Demmo, John' on June 7, 2012, at 02:05 PM. To the right of the map is a 'New Alarm Notifications' window. Below the map is a detailed event log table:

#	Event Name	Notes	Event Date	GeoRule
62	Battery Charging - TP2		6-7-12 02:06 PM	N/A
61	Beacon Moved - GPS (High)		6-7-12 02:05 PM	Test Beacon
60	Beacon Trace - GPS (High)		6-7-12 01:01 PM	N/A
59	Beacon Trace - GPS (High)		6-7-12 01:56 PM	N/A
58	Beacon Trace - GPS (High)		6-7-12 01:51 PM	N/A
57	Beacon Trace - GPS (High)		6-7-12 01:46 PM	N/A
56	Beacon Trace - GPS (High)		6-7-12 01:41 PM	N/A
55	Beacon Trace - GPS (High)		6-7-12 01:36 PM	N/A
54	Beacon Trace - GPS (High)		6-7-12 01:31 PM	N/A
53	Beacon Trace - GPS (High)		6-7-12 01:26 PM	N/A

At the bottom of the interface, there is a battery status bar showing '4.2 v' and '3.35 v', '100%' cellular signal, and 'Charging Internal Battery' status.

Beacon Moved Alert

2. County staff shall be able to communicate with participant through a minimum of one way communication. Software must provide County staff the ability to send messages on command.

❖ Agree.

SecureTracks GPS's tracking device is able to provide three-way communications between the County staff, the participant, and the Monitoring Center through its embedded cell phone.

The ReliAlert™XC device is the only single-unit GPS device with on-board two- and three-way voice communication capability. In other words, it has cell phone calling capabilities that allow the Monitoring Center to call the Participant, and that allow the Participant to call the Monitoring Center.

Monitoring Center operators can access the voice communication feature in the ReliAlert™XC device to contact the Participant directly in response to violations and in accordance with protocols established by the supervising officer. Authorized agency personnel can contact our Monitoring Center and request a call-bridge to the device to speak directly to the Participant through the ReliAlert™XC device. The Monitoring Center operator remains on the call to provide assistance (three-way call). All calls are digitally recorded along with a time and date stamp.

3. Participant must be able to acknowledge one way communication.

❖ Agree.

Participants can call the Monitoring Center at any time by depressing the device call button on his ankle bracelet.



**Device Call Button**

4. Unit must be configurable to collect location data in active, hybrid and passive modes without making any adjustments to the unit hardware.

❖ Agree.

SecureTracks GPS' ankle tracking device checks its location every 2 seconds, and collects and stores data regarding its location, battery, strap integrity and so on. This data is transmitted to the TrackerPAL™ software (central server) at set intervals depending on the monitoring level selected by the County. Alarms are transmitted in real time as they occur.

The TrackerPAL™ software or Monitoring Center then notifies the County's designated personnel of alarms and location data at set times depending on the monitoring level selected by the County.

Our monitoring levels are summarized in the table below. Please note that the fifth row "Notification" is from the server to the agency (or Monitoring Center), while the second, third, and fourth rows "Reporting Frequency" is from the ankle bracelet to the server.

	Premium Plus	Premium	Standard Plus	Standard	Passive
GPS Location Fix	2 seconds	2 seconds	2 seconds	2 seconds	2 seconds
GPS Trace Reporting Frequency	1 minute	5 minutes	1 minute	5 minutes	5 minutes
Data Reporting Frequency	1 minute	5 minutes	1 minute	5 minutes	30 minutes
Alarm Reporting Frequency	Real Time	Real Time	Real Time	Real Time	Real Time
Notification	Active Monitoring Center Intervention Real Time Notification Real Time Email Alarm Notification		Real Time Email or Text Alarm Notification		Daily Report Notification
Live Agent Intervention	Yes 3-way voice	Yes 3-way voice	Limited* 3-way voice	Limited* 3-way voice	Limited* 3-way voice
Reports	Standard and Custom GPS Reports	Standard GPS Reports			
24/7 Help Desk Support	Yes	Yes	Yes	Yes	Yes

\* Calls to and from the unit for emergency contact purposes only, not as a regular monitoring feature.

"Passive" monitoring is a good choice for agencies where staffing or budget constraints dictate minimal participant supervision and immediate response to violations is not required. This is also a good option for low-risk participants who do not require tight supervision. If a participant on "passive" monitoring presents a series of violations, we can increase his monitoring level without changing out the ankle bracelet. According to our information, our "passive" monitoring is equivalent to the "active" monitoring the County is currently utilizing.

"Standard" and "Standard plus" provides real-time notification of alarms to the agency and requires the agency to actively monitor the participant. This is a good option when budget constraints limit options, but greater offender supervision and real time notification is required on critical alarms.

"Premium" and "Premium Plus" provides real-time notification of alarms and our monitoring center responds to the alarms by following the protocols provided to us by the agency, and then notifies the agency if compliance is not obtained.

This relieves the agency of having to handle each individual violation, while still providing close tracking and monitoring of medium and high-risk participants.

5. The transmitter must emit a signal at least every 30 seconds at a frequency that is not commercially interruptible.

- ❖ Agree.

The ReliAlert™ XC GPS tracking device **checks its location every 2 seconds**. Normally, the location would be determined by GPS signal. In locations where the GPS signal reception is impaired, the device switches to cell tower triangulation to determine its location.

The GPS function in the ReliAlert™ XC device includes the u-blox Neo-6 GPS receiver. The receiver was specifically chosen over other possible solutions such as SiRF due to its reduced power requirements resulting in longer battery life and the ability to quickly acquire in difficult environments such as indoors or in urban canyons.

GPS signals are augmented by A-GPS and SBAS (WAAS, EGNOS, MSAS, GAGAN). A-GPS provides enhanced locationing and Time-To-First-Fix in low GPS signal strength environments. SBAS provides location drift correction resulting from environmental factors that distort GPS signal transmission. The device is fully enabled to support GALILEO L1 geo-sat locationing.

The ReliAlert™ XC device will acquire GPS coordinates within one minute of power-up in normal, outdoor operating conditions. The ReliAlert™ XC device contains the latest GPS signal acquisition technology. The u-blox Neo-6 receiver features extremely low power requirements, increased sensitivity, and achieves the fastest possible acquisition time. The advanced jamming suppression mechanism of the u-blox Neo-6 ensures maximum GPS performance even in hostile environments.

Typical Time to First Fix (TTFF) in ideal conditions is as follows:

Cold	29 seconds
Warm	29 seconds
Hot	less than 1 second

6. At a minimum the unit must detect, record, report and alert County staff for the following events: low battery, battery charging, lost GPS coverage, zone violation, curfew violation, communication loss, equipment tamper and no motion.

- ❖ Agree.

SecureTrack GPS's tracking device notifies the software server and Monitoring Center of device tampering, battery depletion, and zone violations. These Alarms are transmitted in real time, and do not wait for the next scheduled transmission time, regardless of the monitoring level selected.

Types of information communicated to the host software include tracking information, tampering alarms, low battery, and the like:

- Location trace (tracking data)
- Inclusion zone violation
- Inclusion zone compliance
- Exclusion zone violation
- Exclusion zone compliance
- Device communication timeout (communication loss)
- Battery critical
- Battery critical escalated
- Device shutdown
- Beacon moved
- Strap tamper
- No GPS location within 10 hours

## 1. [5.] Participant Monitoring System Requirements

Proposals shall include screenshots and illustrations on how the proposed solution meets the requirements listed below:

a. The monitoring system shall be web based with servers located at vendor sites with redundancy.

❖ Agree.

The TrackerPAL™ software is a secure, web-based application that receives, records, and stores all data transmitted from ReliAlert™XC devices. The secure, robust system is accessible 24/7 from any computer with a high-speed Internet connection and allows authorized users to effectively and efficiently manage their caseload.

Data is stored on a dedicated data server and RAID drives. The present setup utilizes Microsoft SQL Server Enterprise Edition database software to store mission-critical customer data. The data is stored on Hewlett-Packard storage area network hardware on arrays of redundant hard-disk drives. Our RAID-10 drives have internal redundancy to achieve high availability and performance. The data is mirrored in real-time to a secondary database server that is brought into service should the

primary database server experience a failure. The failover ensures continuity of data access even if a primary database system fails. All computers, storage, and network systems have redundant standby components that are brought into operation should a primary system fail.

The Data Center and software systems are hosted at a secure colocation facility designed specifically as a high security, self-sustained, fully-redundant Class-Four rated Data Center.

These colocation areas are designed to provide the highest level of security and optimal operating conditions for electronic equipment. The controlled environment ensures that no data is ever lost. The colocation provides protection against power cuts and power spikes, fire, flood, and earthquakes. Backup power is provided by a diesel-powered generator. The fire protection includes a multi-zoned, dry pipe, water-based fire suppression system with sensory mechanisms (sniffers) to sample air and provide alarms prior to water pressurization. Water sprinklers activate under a carefully regulated alarm system and are sprinkler-head specific, which will limit the potential for damage caused by over-spray.

The colocation building is itself secure, with controlled access to prevent unauthorized access to the server and data hardware.

- b. Any additional monitoring equipment (i.e. iPads, cellular phones) that can be used to assist the County in tracking participants shall be described within the proposal and provided to the County at no additional fee.

❖ Agree.

The TrackerPAL™ software is accessed from any computer with a high-speed Internet connection, that is, a desktop computer, a laptop computer, an iPad, an android cellphone or a smartphone (but not an iPhone). The software will send text messages or email alerts to any device that can receive them.

- c. Vendor shall create a secure password protected monitoring database which can be accessed by the County at time of contract award. User registration shall be provided online.

❖ Agree.

The TrackerPAL™ software is accessed by password-protected, secure link to the Internet via SSL, with 128-bit encryption. When a user logs in, using his username and password, that opens an encrypted session. This is the same kind of security that is used for online banking, Paypal, and similar services that require high levels of security.

Authorized County personnel will be provided access to the software and database.

d. System must have capability to differentiate between groups of participants (i.e. Pretrial, Juvenile) and display the information accordingly.

❖ Agree.

The system software includes fields for the agency, the program, and the assigned officer for each participant.

e. The system must have the capability of differentiating between priority of violations with user adjustable defaults and levels.

❖ Agree.

SecureTracks GPS “Premium” monitoring level assigns a priority level to each alarm, and violation protocols are assigned by alarm type to ensure the Monitoring Center meets the priorities and notifies the correct personnel for each alarm. The violation protocols are determined by the County.

In all cases, the system software displays the actual violation. The sample screen below shows the trace on an RF Beacon with an alarm (in red) for the beacon being moved. By clicking on the alarm, you can see all the notes pertaining to the alarm, including the protocol of sending an email alert.

**Event Notes**

Add New Note

Date: 6-7-12 02:12 PM  
Created By: raldrich

Demo TEST... Monitoring center called John Demmo to verify authorities on their way.

Date: 6-7-12 02:10 PM  
Created By: raldrich

Called John Demmo to check on status of Beacon movement

Date: 6-7-12 02:05 PM  
Created By: AutoMC

AutoMC Message: The protocol assigned to this alarm was an email protocol. Email(s) were sent as per protocol requirements.

Date: 6-7-12 02:08 PM  
Created By: raldrich

Test Beacon moved by John Demmo

Date: 6-7-12 02:16 PM  
Created By: raldrich

TEST, you can insert supervision officer notes, all information is time stamped.  
This is officer RAldrich, spoke to offender everything is fine.

**Offenders & Alarms**

Offender	Active Alarms	Agency
Demmo, John		ST - Synergy Telecom

**Tracker Events**

#	Event Name	Notes	Event Date	GeoRule
64	Beacon Trace - GPS (High)		6-7-12 02:11 PM	N/A
63	Beacon Trace - GPS (High)		6-7-12 02:06 PM	N/A
62	Battery Charging - TP2		6-7-12 02:06 PM	N/A
61	Beacon Moved - GPS (High)	5	6-7-12 02:05 PM	Test Beacon
60	Beacon Trace - GPS (High)		6-7-12 02:01 PM	N/A
59	Beacon Trace - GPS (High)		6-7-12 01:56 PM	N/A
58	Beacon Trace - GPS (High)		6-7-12 01:51 PM	N/A
57	Beacon Trace - GPS (High)		6-7-12 01:46 PM	N/A
56	Beacon Trace - GPS (High)		6-7-12 01:41 PM	N/A
55	Beacon Trace - GPS (High)		6-7-12 01:36 PM	N/A

**Beacon Moved**

4.2 v	100%	Active Alarm States
Battery		State*
3.68 v (38%)	54%	Using Internal Battery
3.35 v	0%	

Validity: Valid - High Confidence  
LAT / LONG: 29.69808006286621 / -98.63636016845703  
Location: 26743 Fawn Mountain Boerne, TX 78015  
Device: A0025434  
Speed: 0  
Heading: 41

**Notes on an Alarm**

f. The system must be capable of recording and storing the offenders name and information related to the nature and type of all events/alerts/violations and alarms generated for the offender, including a date and time stamp of the event. (Archive)

❖ Agree.

The system software stores all information relating to an alert or alarm under the offender's name. This includes the type of alarm and the date and time stamp of the event. The data remains in the database for the duration of the contract period.

g. The system must have the capability of storing offender alert information in the database (i.e., vicious dog on premises, assault history, weapons history, etc.) and to display a related alert code on the main offender detail screen.

❖ Agree.

The system database has fields available to record any special notes such as vicious dog, assault history, and the like.

h. The database shall permit unlimited simultaneous users. Agency-designated users shall be able to search and perform sorts by any field, including but not limited to mapping, and to tailor certain monitoring parameters for each offender as necessary.

❖ Agree.

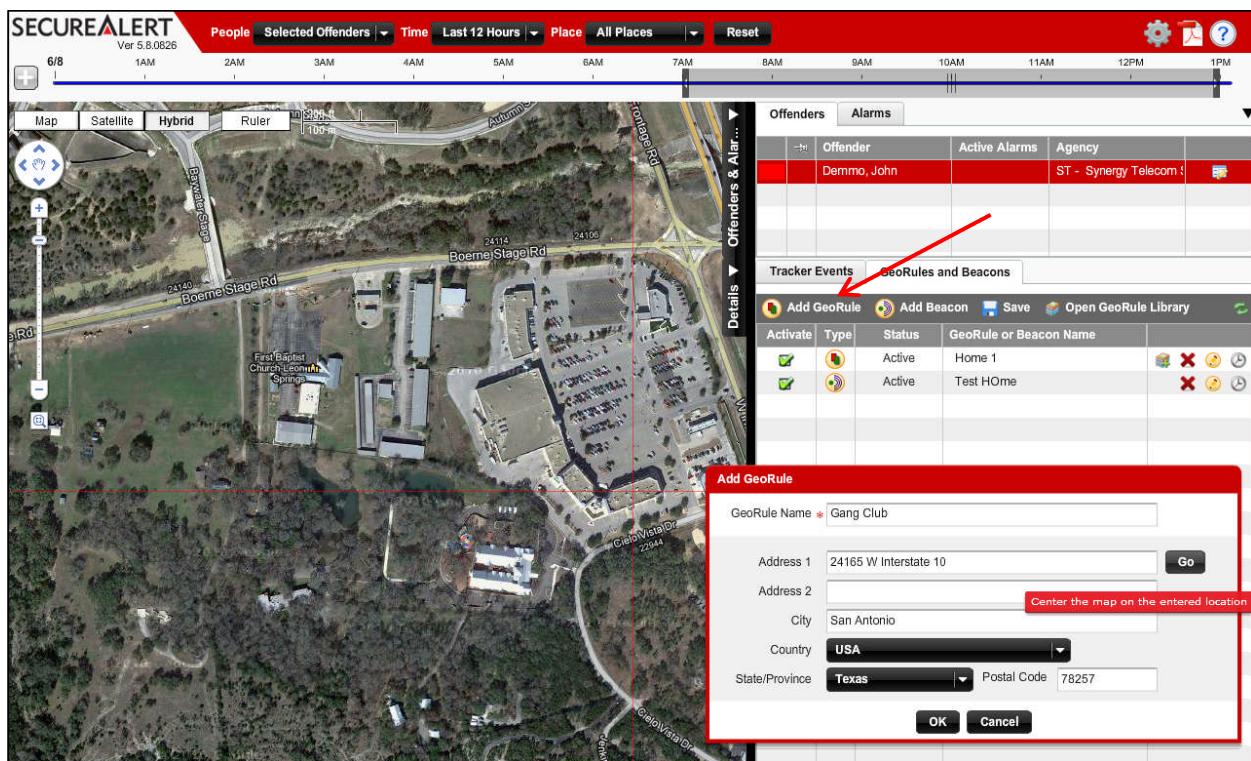
Multiple operators can access the system simultaneously. SecureTracks GPS™'s system is a Web-based platform and can be accessed by any computer connected to the Internet. Every user who is authorized to use the system can access the system at the same time.

This is because access is over the Internet and each user will be connecting directly to the centralized location. The speed of their connection is dependent on their own Internet service. This is because our central servers have an Internet connection that is able to support far more users simultaneously than will ever need to access the system.

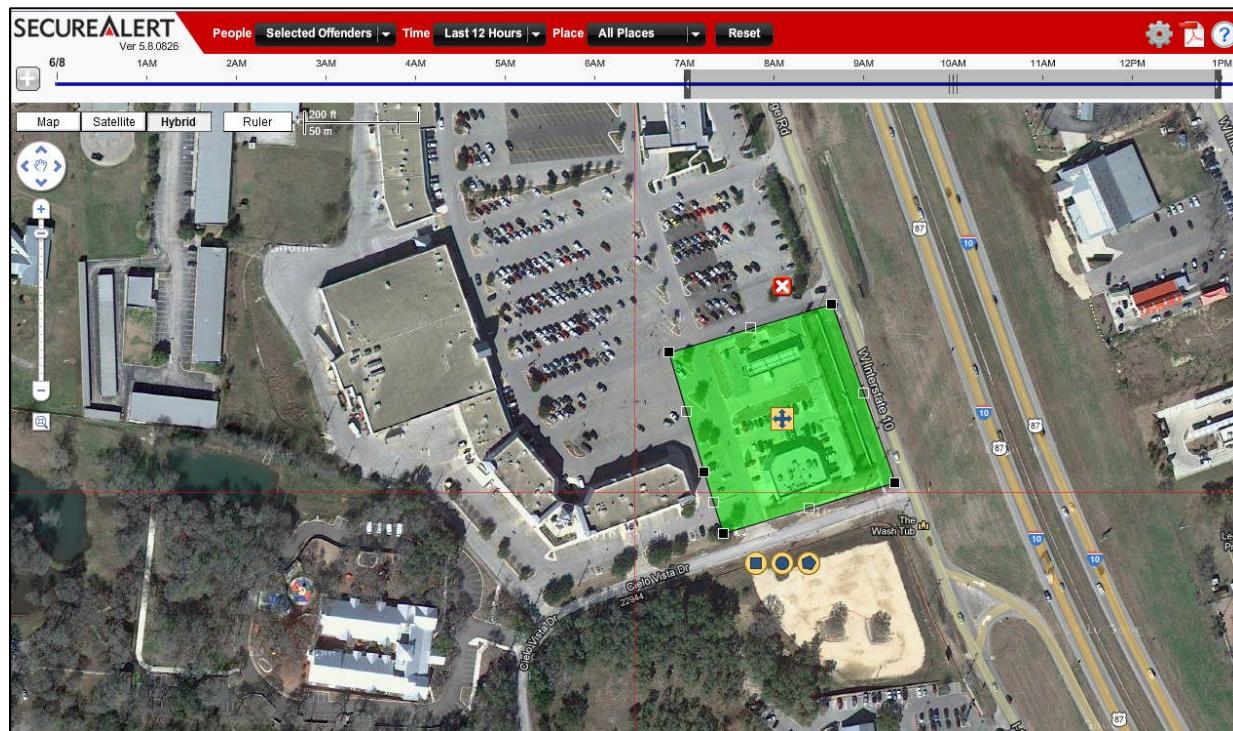
Currently, the facility has two redundant OC-12 fiber SONET (Synchronous Optical Network) rings and a separate SONET ring (an OC-48). Multiple DS3s have been provisioned, providing 45 MB of Internet bandwidth per circuit.

Authorized users can search, sort, and run reports by any field. Authorized users can also map exclusion and inclusion zones around any address as well as curfew schedules for those addresses.

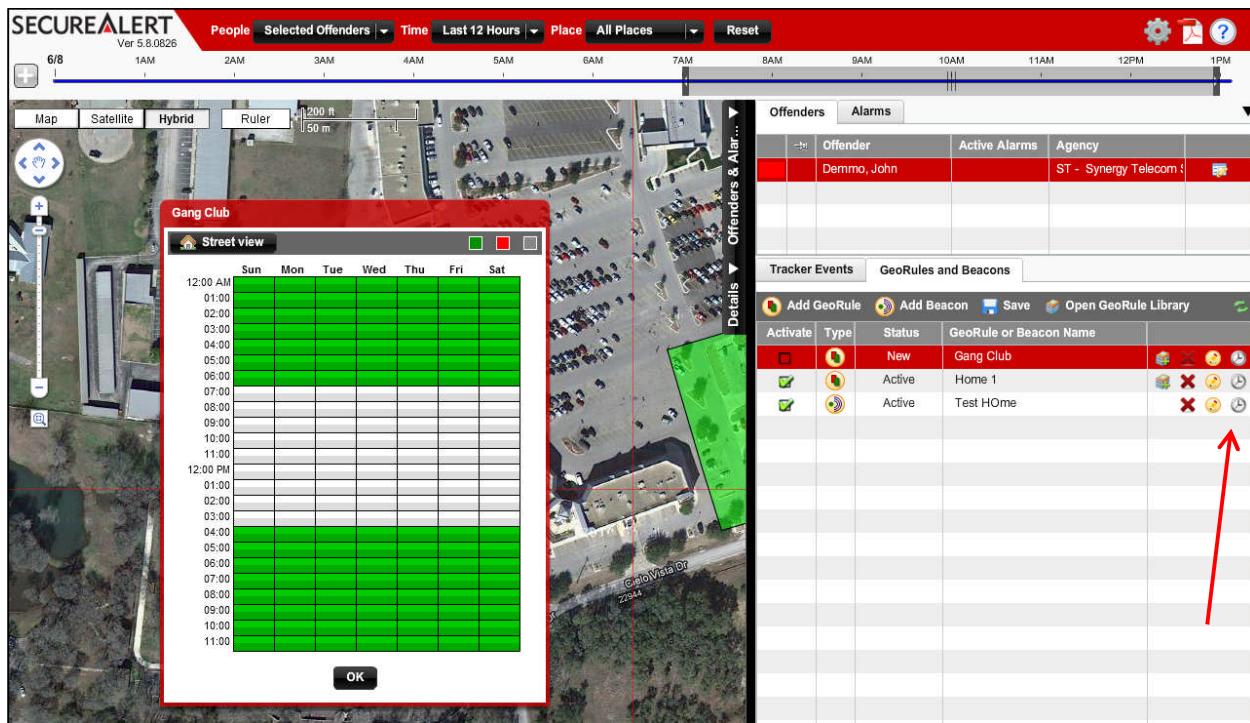
To create a curfew schedule for a new address, click on "Add GeoRule" to bring up the new address. From there, you can enter the address, adjust the inclusion/exclusion zone around the address, and create a schedule for this address. Please refer to the sample screens below.



Create New GeoRule for New Address



Setting the Inclusion/Exclusion Zone Around the Address



Creating the Curfew Schedule for the Address

To make a new schedule or edit an existing schedule, first, bring up the schedule by clicking on the clock icon to the right of the address. Once the schedule appears (as shown above), use your mouse to adjust the times. Times in green are “inclusion zone” times when the offender must be at that address. Times in red are “exclusion zone” times when the offender must not be at that address.

- i. The system shall allow use of a County defined participant identification system. In addition, the software shall require, at a minimum, the following mandatory fields for initial offender enrollment:
  1. Name
  2. County Identification
  3. Physical address
  4. Serial number of equipment
  5. Assigned officer
  6. Multiple phone numbers
  7. Participant photograph
  8. Supervision level
  9. Special alerts (such as safety concerns, etc.)

❖ Agree.

New participants are enrolled by entering their information on the Offender Page. This includes information for the participant's information, offender ID, case number, agency information, device serial number, type of monitoring, alarm protocols and much more, including special notes. Please refer to the sample screens below.

**Offender Page – Top**

This screenshot shows the top portion of the Offender Page. It includes fields for Offender Name (Salutation, First Name, Middle Name, Last Name, Suffix), Case Information (Assign Agency, Assign Officer), and Service Offering (Reporting Level, Passive Monitoring, ReliAlertMax, Home Aware, ReliAlertPremium, ReliAlertStandard, Electronic Arrest). Below these are sections for Offender Profile (Offender ID, Case Number, FBI Number, SSN, Risk Level, Offense Type, Referral Program), Offender Pay (checkbox), and Offender Profile (High Offender checkbox). There are also sections for Device Assignment (Device ID, Device Number, Part Number), Protocol Assignment (Protocol, Set), and Sentencing/Tracking Duration (Start Date, End Date).

**Offender Page – Detail (Bottom)**

This screenshot shows the bottom portion of the Offender Page, divided into several tabs: Appearance, Offender Address, Offender Contact, and Residence. The Appearance tab contains fields for Age, Ethnicity, Gender, Birthday, Height, Weight, Hair, Eyes, Language, and Offender Profile (Comments). The Offender Address tab includes fields for Street, City, State, ZipCode, and Country. The Offender Contact tab lists four phone numbers. The Residence tab includes fields for Image Path, Remove, Save, and Property Owner information.

As can be seen, the Offender Page includes multiple fields to enter information as appropriate for each participant. There is also space for a photo and for notes by the case officer. Only fields marked with a red asterisk are required.

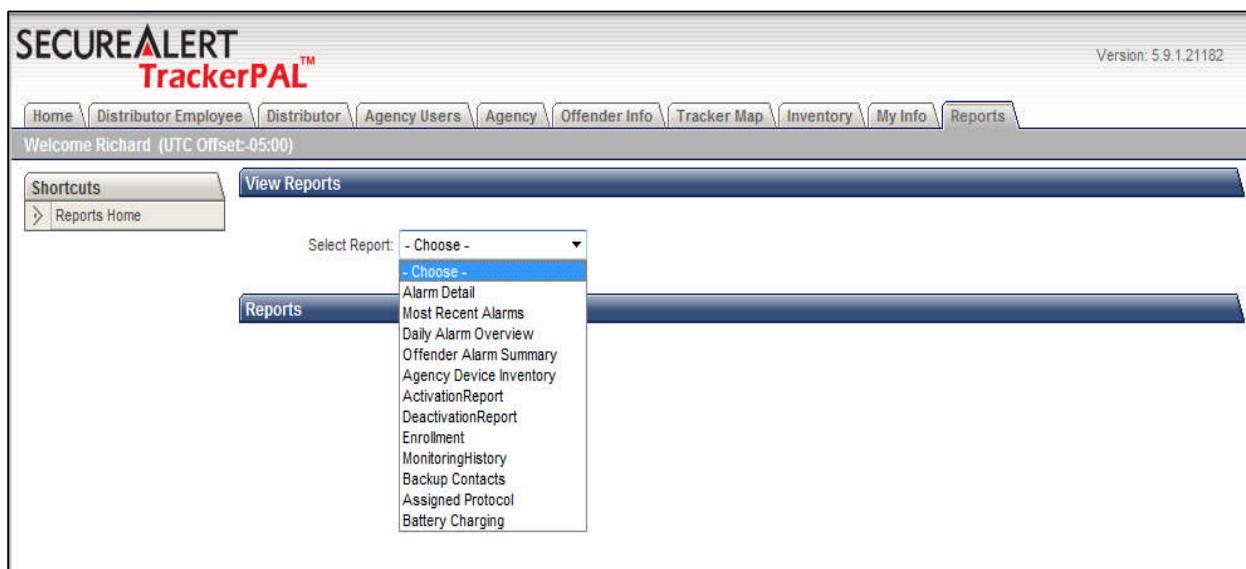
j. The database shall be able to produce reports as required by the County.

❖ Agree.

The TrackerPAL™ software includes both standard (pre-determined) and adhoc reporting functions. Please see below for a series of screenshots showing the running of a standard report.

Please refer to Attachment 7 for samples of our most commonly used monitoring reports. Please refer to Attachment 6 for sample inventory reports that provide inventory management and Attachment 5 for sample court reports for use in court.

Reports can be printed from the screen or saved to a file. Reports can be saved in Excel or PDF (Adobe Acrobat) formats. Additional file formats available are XML, CSV (comma delimited), or TIFF. Once a report has been exported, the user can manipulate it further, such as sorts in Excel, or searches.



Selecting a Standard Report from the Report Menu

Welcome Richard (UTC Offset: -05:00)

**View Reports**

Select Report: ActivationReport

Select Agency: ST - Synergy Telecom Service TX

Start Date: 05/29/2012 End Date: 06/08/2012 Show Report

**Reports**

Activation Report Report Date: 06-08-2012

ST - Synergy Telecom Service TX From: 05-29-2012 To: 06-08-2012

Offender	Case Number	Officer	Activate Date	Serial Number	Referral Source
tommy thief		Kerry Shaw	6/4/2012 10:41:30 AM	A0021406	Work Release
tommy thief		Kerry Shaw	6/7/2012 7:41:01 PM	A0021406	Work Release
tommy thief		Kerry Shaw	6/8/2012 11:41:14 AM	A0021406	Work Release

### Setting Report Parameters (date range, etc.)

Welcome Richard (UTC Offset: -05:00)

**View Reports**

Select Report: ActivationReport

Select Agency: ST - Synergy Telecom Service TX

Start Date: 05/29/2012 End Date: 06/08/2012 Show Report

**Reports**

Activation Report

ST - Synergy Telecom Service TX From: 05-29-2012 To: 06-08-2012

Offender	Case Number	Officer	Activate Date	Serial Number	Referral Source
tommy thief		Kerry Shaw	6/4/2012 10:41:30 AM	A0021406	Work Release
tommy thief		Kerry Shaw	6/7/2012 7:41:01 PM	A0021406	Work Release
tommy thief		Kerry Shaw	6/8/2012 11:41:14 AM	A0021406	Work Release

Select a format

- XML file with report data
- CSV (comma delimited)
- TIFF file
- Acrobat (PDF) file
- Web archive
- Excel

08-2012 08-2012

### Selecting File Format to Export Report

k. The database shall be kept current with updates made each time a service is added, terminated, or changed. Once the database is established, invoices will not be paid unless the service is listed in the database.

❖ Agree.

SecureTracks GPS will keep the database current with updates upon enrolment, termination, or changes to an existing participant.

All participants are enrolled in the system and will appear in the inventory reports. Please refer to Attachment 6 for sample inventory control reports.

- I. The vendor's system shall allow authorized County personnel to make service additions, deletions, and changes online. The vendor shall keep the database current, making updates no later than the end of the next business day following any service addition/deletion/change by County.

❖ Agree.

Authorized County personnel will have full access to the system and database, and will be able to make service additions, deletions, and changes from any computer with an Internet connection. These changes will take effect in real time in the system database.

SecureTracks GPS will keep the database current with updates upon enrolment, termination, or changes to an existing participant.

- m. No record in the database shall be deleted earlier than the date specified by law. The system shall provide that all data be recorded with a historical transaction record and stored/archived for retrieval/backup in a database. County personnel shall be able to access all stored/archived data in a reasonable time. Data shall be in a non-proprietary format.

❖ Agree.

SecureTracks GPS will retain all database records pertinent to the provision of the proposed services for duration of the contract or longer if required by law or contractual agreements. All records are maintained online for immediate retrieval by authorized personnel.

The present setup utilizes Microsoft SQL Server Enterprise Edition database software to store mission-critical customer data.

- n. The Proposer shall maintain an error rate for call failure not to exceed one percent (1%) annually, and upon request by County shall provide data to demonstrate that this requirement is being met.

❖ Agree.

SecureTracks GPS will maintain call failure error rate data throughout the contract term to assure the County that this error rate does not exceed one percent (1%) annually.

There are many possible reasons why a call failure error may occur. These include cellphone service disruption, interference in the cellular signal, or malfunction of the tracking unit. Upon contract award, we would like to discuss with the County how you would like call failure errors tracked and recorded.

**Tab E**  
**Exceptions / Clarifications / Comments**

## EXCEPTIONS/CLARIFICATIONS/COMMENTS

The following are ***clarifications*** where SecureTracks GPS provides the same or better functionality as that required in the RFP, but in a different way than specified or using a different kind of technology.

1. Specifications 4.a.8 and 4.a.9 refers to a unique coded signal or radio frequency for communications sent from the transmitter. SecureTracks GPS's tracking device communicates with the server through encrypted data sent on a cellular signal. In addition, the signal is programmed so it will only communicate with the server.

While the technology is different than that specifically requested in the RFP, we believe our method (encryption and special coding) will provide equal or greater security. Please refer to our response to this paragraph for more details.

2. Specification 4.b.1 "Unit must include motion detection." By this we understand the County is asking for the ankle tracking device to alarm if it hasn't moved within a prescribed period of time, which would effectively indicate that it has been removed from the wearer.

SecureTracks GPS has not developed this feature because it is redundant for our type of unit. First, the locationing for the tracking unit is so precise that a failure to move is easily detectable by viewing the location map. Second, the security on the strap is so sophisticated and reliable that it is impossible for the participant to remove the device without generating an alarm. Third, if the participant tries to run down the battery to evade tracking, the agency will have ample time to respond and compel compliance. For example, on one test unit, the Monitoring Center activated the 95-decibel siren when our employee forgot to charge his unit. 95-decibels is very loud: he charged it immediately.

On the other hand, our RF Beacon (when used) is expected to stay in one location, and thus it will alarm if it is moved.

3. Specification 4.b.2 requires one-way communication to the device and the ability to send messages on command.

SecureTracks GPS's tracking device is able to provide three-way communications between the County staff, the participant, and the Monitoring Center through its embedded cell phone. This exceeds the requirement.

The ReliAlert™XC device is the only single-unit GPS device with on-board two- and three-way voice communication capability. In other words, it has cell phone calling capabilities that allow the Monitoring Center to call the Participant, and that allow the Participant to call the Monitoring Center.

**Tab F**  
**Narrative of Services**  
**GPS Tracking Device**

## NARRATIVE OF SERVICES GPS TRACKING DEVICE

SecureTracks GPS (a subsidiary of Synergy Telecom Service Company, Inc.) is pleased to present this Proposal for Electronic Monitoring Equipment for Sarpy County. Our Proposal is to furnish our state-of-the-art electronic monitoring equipment and software, and to provide 24/7 support of our system and equipment.

The systems and services described below will be provided to the County depending on the monitoring level the County has selected for each offender. For example, if the County selects "Passive" monitoring, that offender will not be monitored or tracked by the Monitoring Center. If the County selects "Premium" monitoring, that offender will be monitored and tracked by the Monitoring Center. All calls to and from the device go through the Monitoring Center. If the offender is not on "Premium" tracking, this feature is available only on an emergency basis. The County selects the monitoring level appropriate to the offender's risk and County staff resources. Some offenders may be on "Passive," others on "Standard," and still others on "Premium" at the same time.

Regardless of the monitoring level of the offenders, the County will have a **24/7 hotline** and an **account manager** (Chad Strong) to call if you have any questions or issues.

## EQUIPMENT

SecureTracks GPS's tracking device (ankle bracelet), the ReliAlert™XC GPS, is a stand-alone **one-piece unit** that encompasses a CPU, advanced GPS technology, GPRS/GSM cellular technology, embedded RF technology, two/three-way voice communication technology, and a 95-decibel siren. The device communicates tracking and device information at set intervals to the TrackerPAL™ software and communicates alarms in real-time.



The ReliAlert™XC GPS tracking device

### ***The Tracking Device***

The ReliAlert™XC device case components, front and back, are made of Makroblend UT408 polycarbonate (used in bullet-proof glass) and PET polyester blend. The combination is one of the strongest plastic substances available making it highly tamper-resistant while maintaining a relatively light weight.

- Shock tested to 40 Gs repeated 24,000 times
- Constant acceleration of 3 Gs across 3 axes for 3 hours
- Drop tested from 39"
- Low Temperature: -20° C (-4° F) for 16 hours
- High Temperature: +60° C (140° F) for 16 hours
- Change in Temperature: Cycling between -20° C and +60°
- Waterproof to 15 feet
- Size 4.25 x 3.5 x 1.25 inches (depth is 2" at battery bulge)
- Weight 9.87 oz.
- Tamper-resistant strap
- 95-decibel siren
- 3-way voice communications

### ***Straps***

SecureTracks provides two levels of straps for the ReliAlert™XC device. The standard strap that accompanies the ReliAlert™XC device is ideal for low and medium risk offenders. It is made of hypoallergenic plastic and has dual, braided stainless-steel cables encased in the outer edges. The embedded dual steel cables provide rigidity; prevents the wearer from heating up and stretching the plastic to remove it without severing the strap; and makes it cut-resistant. A fiber-optic strand is embedded in the center of the strap that, if compromised in any way, immediately generates an alarm sent to the TrackerPAL™ software. Security screws are used to attach the strap to the device and require a proprietary driver bit and torque driver to install and remove. The straps are precut and are available in several sizes. A simple ankle measuring tool is provided to ensure proper sizing.



**Standard ReliAlert™ Strap**

In cases where strap tampering is likely to be an issue, SecureTracks provides a unique, patent-pending, high-security strap known as SecureCuff™. The SecureCuff™ is the only high-security cuff in the industry specifically made for high-risk offenders. It has been selected for use by other juvenile agencies including Philadelphia Juvenile Probation and Clark County Nevada Juvenile. The SecureCuff has encased hardened steel bands that have been customer tested with 4-foot bolt cutters and provide extreme cut-resistance. The cuff includes the same fiber-optic technology as the standard strap for tampering notification and specialized security screws to secure the strap to the device. Even if the offender manages to cut through the first steel band, the fiber-optic cable will be severed triggering an alarm and the offender needs more time to cut through the second band, giving officers time to successfully respond to and prevent a potential “cut and run.” The SecureCuff™ is an optional accessory and can be provided to the County on request for an additional fee.



**ReliAlert™ XC SecureCuff**

### **Battery**

The ReliAlert™ XC device contains a battery that is capable of 36-45 hours of operation at one-minute tracking and reporting intervals. The battery life is approximately 500 recharge cycles.

The offender needs to manage the battery level of the device by charging it at reasonable intervals. Charging time is approximately 90 minutes if charged every 24 – 28 hours. The ReliAlert™XC device is charged while on the offender's ankle. Each ReliAlert™XC device is provided with a 6-foot charging cord with a break-away cable. The offender attaches the break-away cable to the charging cord, inserts the break-away cable into the charging slot in the front of the device, then plugs the charging cord into a standard 110-volt AC outlet. Typical charging time is less than 2 hours. A fully depleted battery will not require more than 3 hours to fully recharge.



**ReliAlert™XC Being Charged**

When the battery gets low, the device vibrates and the LED indicator light on the top of the device flashes red. The LED normally flashes green every 5 seconds to reflect a good battery charge. When the battery is low, in addition to vibrating on the offender's ankle, the device sends an "event" message to the Host (TrackerPAL™ software).

If the battery is not recharged, at 3 hours prior to battery failure an alarm is sent to the TrackerPAL™ software, and the Monitoring Center staff follow the prescribed protocols.

### ***GPS Technology***

The GPS function in the ReliAlert™XC device includes the u-blox Neo-6 GPS receiver. The receiver was specifically chosen over other possible solutions such as SiRF due to its reduced power requirements resulting in longer battery life and the ability to quickly acquire in difficult environments such as indoors or in urban canyons.

GPS signals are augmented by A-GPS and SBAS (WAAS, EGNOS, MSAS, GAGAN). A-GPS provides enhanced locationing and Time-To-First-Fix in low GPS signal strength environments. SBAS provides location drift correction resulting from environmental factors that distort GPS signal transmission. The device is fully enabled to support GALILEO L1 geo-sat locationing.

The ReliAlert™XC device will acquire GPS coordinates within one minute of power-up in normal, outdoor operating conditions. The ReliAlert™XC device contains the latest GPS signal acquisition technology. The u-blox Neo-6 receiver features extremely low power requirements, increased sensitivity, and achieves the fastest possible acquisition time. The advanced

jamming suppression mechanism of the u-blox Neo-6 ensures maximum GPS performance even in hostile environments.

### ***Locationing***

The offender/tracking device **location is checked every 2 seconds**, and location information is transmitted to the host software (TrackerPAL™) every 1 minute or 5 minutes, depending on the monitoring level selected.

Alarms (such as strap or device tampering, leaving the designated inclusion zone, or entering an exclusion zone) are reported immediately to the host software without waiting for the standard reporting interval. Once an alarm is triggered, data is transmitted every 10 seconds to the server (except in Passive mode) for up to 10 minutes or until compliance occurs.

In the cases where a GPS signal is lost, the tracking device automatically switches to cell-phone triangulation to provide offender location. Once GPS signal is regained, it will switch back to GPS tracking.

### ***Vibrator and Siren***

Our tracking device also includes a **95-decibel siren** that the Monitoring Center can activate to compel compliance by the offender. The siren is in addition to the device vibrator. The siren can be turned on in cases of low battery and failure to recharge by the offender, in cases of offender tampering with the device, or in cases of offender violating an inclusion or exclusion zone.

### ***Embedded Cell Phone Feature***

SecureTracks GPS's tracking device is able to provide three-way communications between the County staff, the offender, and the Monitoring Center through its embedded cell phone.

The ReliAlert™XC device is the only single-unit GPS device with on-board two- and three-way voice communication capability. In other words, it has cell phone calling capabilities that allow the Monitoring Center to call the Offender, and that allow the Offender to call the Monitoring Center.

Monitoring Center operators can access the voice communication feature in the ReliAlert™XC device to contact the Offender directly in response to violations and in accordance with protocols established by the supervising officer. Authorized agency personnel can contact our Monitoring Center and request a call-bridge to the device to speak directly to the Offender through the ReliAlert™XC device. The Monitoring Center operator remains on the call to provide assistance (three-way call).

Offenders can call the Monitoring Center at any time by depressing the device call button on his ankle bracelet.



Device Call Button

All calls are digitally recorded along with a time and date stamp.

#### ***Tamper Resistance Features of the Equipment***

SecureTracks GPS's tracking device contains a transmitter and receiver in one unit that fits comfortably around the offender's ankle. The device is tamper resistant.

The ReliAlert™ XC device case components, front and back, are made of Makroblend UT408 polycarbonate (used in bullet-proof glass) and PET polyester blend. The combination is one of the strongest plastic substances available making it highly tamper-resistant while maintaining a relatively light weight.

- Shock tested to 40 Gs repeated 24,000 times
- Constant acceleration of 3 Gs across 3 axes for 3 hours
- Drop tested from 39"
- Low Temperature: -20° C (-4° F) for 16 hours
- High Temperature: +60° C (140° F) for 16 hours
- Change in Temperature: Cycling between -20° C and +60°
- Waterproof to 15 feet

### Shot in the Foot

Defendant . . . went into violation at 9:39p on Saturday October 29, 2011. Case Officers . . . responded at 9:42p to the tracking location in an attempt to determine why the defendant was outside of his inclusion zone past the curfew. Our dispatch then received a strap tamper alarm at 9:51p from the defendant's device. . . It was determined that once the defendant was unsuccessful in his first attempt at removing the device he was able to get out of the residence and into the woods . . . and at 10:57p the device stopped transmitting GPS signal. We later determined that the defendant shot the device with a .40 cal. hand gun in an attempt to remove the device and was unsuccessful.

Case Officers checked with all area hospitals in case the defendant had injured himself in the attempt to remove the device. On Monday October 31, 2011 at 1:32p we were contacted by -- Hospital that the defendant was in their emergency department. . . The defendant admitted to shooting the device and that he was not able to get it off until the next day after several attempts to cut, saw and melt the strap. He admitted that a hydraulic cutter device was used finally . . . The device was recovered in the dumpster behind the shop where the defendant had cut it off. The L.E.D was blinking red and the phone feature was still operational.



The standard strap that accompanies the ReliAlert™ XC device is ideal for low and medium risk offenders. In cases where strap tampering is likely to be an issue, SecureTracks provides a unique, patent-pending, high-security strap known as SecureCuff™. These straps have the following tamper-resistance features:

- Dual, braided stainless-steel cables encased in the outer edges (standard); or encased hardened steel bands that provide extreme cut-resistance (SecureCuff™).
- A fiber-optic strand is embedded in the center of the strap that, if compromised in any way, immediately generates an alarm sent to the TrackerPAL™ software.
- Security screws are used to attach the strap to the device and require a proprietary driver bit and torque driver to install and remove.

In addition to the tamper-resistance features on the device itself, the TrackerPAL™ software provides multiple layers of security to prevent tampering. The ankle bracelet is programmed to only communicate with the TrackerPAL™ software. (This is why the cellular calling feature on the device will only communicate with the Monitoring Center—officers who wish to speak to the offender through the device need to be patched through on a 3-way call with the Monitoring Center.)

### ***Maintenance and Replacement of Units***

SecureTracks GPS will maintain an adequate inventory of spare parts at the County office and with our Account Manager, located only 15 minutes away from the County buildings.

Because of the typical duration of offender monitoring (months, rather than years), we rarely have to change out a unit. The most typical problem encountered is the need to replace a strap due to tampering.

### ***RF Beacon***

We provide an option for an RF Beacon to be used in conjunction with the ankle bracelet. The RF Beacon communicates only with the ankle bracelet and not with the server.

In the vast majority of cases, an **RF beacon is not required** in the offender's home—if the offender can receive a GPS signal at his home there is no need for an RF beacon. We generally only install an RF beacon in cases where the offender's home has a metal roof or if the offender lives in a high-rise apartment complex.

The HomeAware™ Beacon is a Radio Frequency (RF) transmitter that complements the ReliAlertTM devices.



**HomeAware™ Beacon**

The Beacon is a completely self-contained, short-range transmitting station that provides a secure, continuous RF signal.

- Beacon signal transmitted every 20 seconds
- Powered by internal batteries, with one to two years of life, so it does not rely on commercial power and does not need to be connected to a power source.
- Motion sensors detect and alarm if the beacon is moved after arming
- Weight 7.8 oz. (221 g)
- Dimensions 2.75" x 4.0" x 1.5" (7.0 x 10.2 x 3.8 cm)
- Multiple battery alarms
- Tamper detection alarms
- Curfew monitoring
- One beacon can be utilized for multiple offenders
- Multiple beacons can be utilized for one offender

## **INSTALLATION, ACTIVATION, AND DEACTIVATION**

Installation and removal of the tracking devices will take place at the County offices, by the County. That way, the offender will not leave Sarpy County premises without being monitored.

### ***Installation and Activation***

New Offenders are enrolled by entering their information on the Offender Page. Please refer to the sample screens below.

Welcome Richard (UTC Offset:-05:00)

<b>Shortcuts</b>	<b>Offender Name</b>	<b>Case Information</b>	<b>Photo Album</b>
<input type="button" value="Offender Quick Add"/> <input type="button" value="Offender Add"/>	Salutation: <input type="button" value="- Choose -"/> First Name: <input type="text" value="John"/> Middle: <input type="text"/> Last Name: <input type="text" value="Demmo"/> Suffix: <input type="button" value="- Choose -"/> Alias 1: <input type="text"/> Alias 2: <input type="text"/> Alias 3: <input type="text"/> Offender ID: <input type="text"/> Case Number: <input type="text"/> FBI Number: <input type="text"/> SSN: <input type="text"/> Risk Level: <input type="button" value="Medium"/> Offense Type: <input type="button" value="Property: Motor Vehicle Theft"/> Referral Program: <input type="button" value="Court - Sanctions"/>	Assign Agency: <input type="button" value="ST - Synergy Telecom Service TX"/> Assign Officer: <input type="button" value="Aldrich, Richard"/>	Service Offering (Select at least one) <input type="checkbox"/> Passive Monitoring <input type="checkbox"/> ReliAlertMax <input type="checkbox"/> Home Aware <input type="checkbox"/> ReliAlertPremium <input checked="" type="checkbox"/> ReliAlertStandard <input type="checkbox"/> Electronic Arrest Max. Beacons Per Offender: <input type="button" value="- Choose -"/> Billing Status: <input type="button" value="- Choose -"/>
<small>Offender <input type="checkbox"/> Pay: Only check if offender pays SecureAlert directly. High Profile <input type="checkbox"/> Offender.</small>		<small>Please Note: You cannot add eArrest rules unless your billing status is active.</small>	
<b>Device Assignment</b> Assign: <input type="button" value="A0025434 - 356398042261410 -"/> Device: <input type="button" value=""/> Part Number:			
<b>Protocol Assignment</b> Alarm Protocol: <input type="button" value="ReliAlertStandard"/> Set:			
Sentencing Duration Start Date: <input type="text"/> / <input type="text"/> / <input type="text"/>		End Date: <input type="text"/> / <input type="text"/> / <input type="text"/>	
Tracking Duration Start Date: <input type="text"/> / <input type="text"/> / <input type="text"/>		End Date: <input type="text"/> / <input type="text"/> / <input type="text"/>	
<input type="button" value="Detail"/> <input type="button" value="Case Info"/> <input type="button" value="Acquaintances"/> <input type="button" value="Additional Contacts"/> <input type="button" value="Work"/> <input type="button" value="Vehicle"/> <input type="button" value="Medical"/> <input type="button" value="Documents"/>			
<input type="button" value="Appearance"/> <input type="button" value="Offender Address"/> <input type="button" value="Residence"/>			

**Offender Page – Top**

<b>Detail</b>	<b>Case Info</b>	<b>Acquaintances</b>	<b>Additional Contacts</b>	<b>Work</b>	<b>Vehicle</b>	<b>Medical</b>	<b>Documents</b>
<b>Appearance</b> Age: 15 Ethnicity: <input type="button" value="- Choose -"/> Gender: <input type="button" value="- Choose -"/> Birthday: * 01 / 1 / 1997 Height: 0 in Weight: 0 lb Hair: <input type="button" value="- Choose -"/> Eyes: <input type="button" value="- Choose -"/> Language: * English Ankle Strap: <input type="button" value="- Choose -"/> Offender Profile (Comments) Remaining Characters 2000		<b>Offender Address</b> Street: <input type="text"/> City: <input type="text"/> State: <input type="button" value="Texas"/> ZipCode: <input type="text"/> Country: <input type="button" value="USA"/>		<b>Residence</b>  Image Path: <input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Remove &gt;"/> <input type="button" value="Save &gt;"/> Property Owner: <input type="text"/> Property Owner Phone: <input type="text"/>			
<input type="button" value="Archive"/> <input type="button" value="Edit"/> <input type="button" value="Save"/> <input type="button" value="Cancel &gt;"/> <input type="button" value="Deactivate"/>							

**Offender Page – Detail (Bottom)**

As can be seen, the Offender Page includes multiple fields to enter information as appropriate for each Offender. There is also space for a photo and for notes by the case officer. Only fields marked with a red asterisk are required.

The Case Manager (or SecureTracks GPS Technician) must then establish inclusion and exclusion zones, schedules for those zones, and alarm protocols. For more information on zones and schedules, please refer to the section on the TrackerPAL™ software.

The steps to install the device on the offender are as follows:

1. Measure the offender's ankle. (We offer several strap sizes to fit without the need to cut the straps to size.)
2. Connect the strap to one side of the device
3. Place the device on the offender and connect the other side of the strap
4. Call the Monitoring Center to activate the device. (Authorized users can activate the device in the software without calling the Monitoring Center, if they choose to do so.)

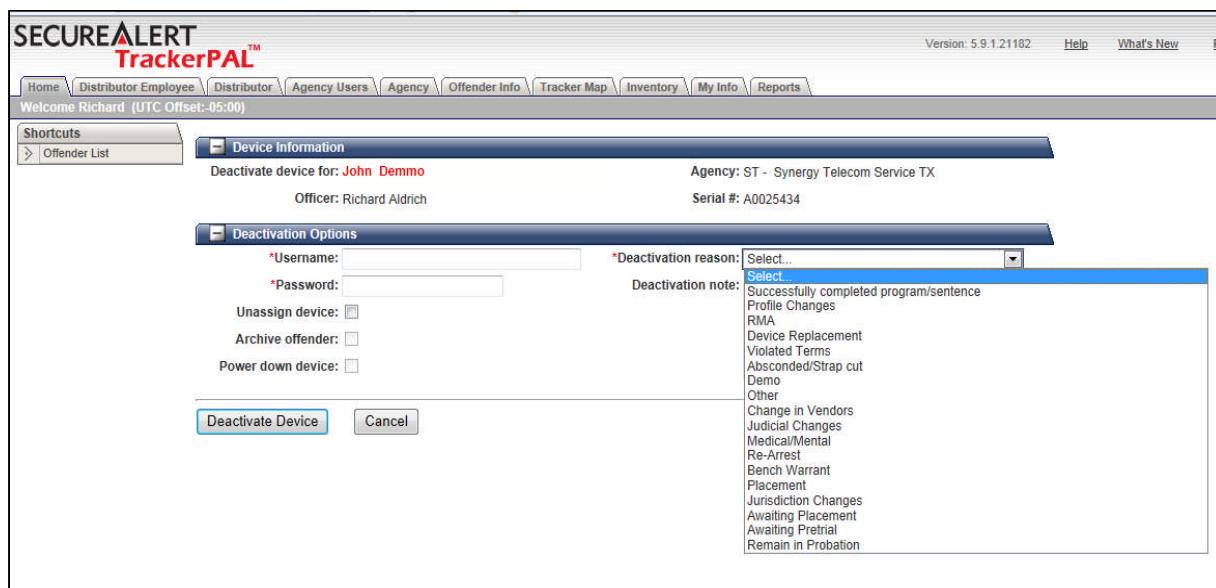
A special torque driver that fits only the screws on the ankle bracelet is required to install the ankle bracelet. A measuring tool is available to measure the offender's ankle and correctly size the strap.

### ***Deactivation and Removal***

Deactivation involves the removal of the devices from the offender and the offender's home and the deactivation of the device in the TrackerPAL™ software.

To deactivate the offender in the monitoring software, call the Monitoring Center. The Monitoring Center will power down and deactivate the device so that it will not generate an alarm when the strap is removed. Case Managers deactivating devices will have to provide the Monitoring Center with their name, agency, and passcode, to confirm their identity.

If the Case Manager wishes to deactivate the device without calling the Monitoring Center, they can go to the deactivation screen, shown below. From this screen the Case Manager reenters his/her username and password, checks the "unassign," "archive," and "power down" buttons, selects the reason to deactivate, and then clicks on "Deactivate Device." The device will be deactivated and the Case Manager can now remove the ankle bracelet without setting off an alarm.


**Deactivation Screen**

## MONITORING AND CASE MANAGEMENT

### ***Tracking by the Device***

The ReliAlert™ XC GPS tracking device contains the most advanced locationing and communication technology available. The device actively tracks the location of the offender and communicates tracking and device information at set intervals to the TrackerPAL™ software and communicates alarms in real-time.

The ReliAlert™ XC GPS tracking device checks its location every 2 seconds. Normally, the location would be determined by GPS signal. In locations where the GPS signal reception is impaired, the device switches to cell tower triangulation to determine its location.

The tracking device notifies the TrackerPAL™ software of device tampering, battery depletion, and zone violations. These Alarms are transmitted in real time, and do not wait for the next scheduled transmission time, regardless of the monitoring level selected.

Types of information communicated to the host software include tracking information, tampering alarms, low battery, and the like:

- Location trace (tracking data)
- Inclusion zone violation
- Inclusion zone compliance
- Exclusion zone violation

- Exclusion zone compliance
- Device communication timeout
- Battery critical
- Battery critical escalated
- Device shutdown
- Beacon moved
- Strap tamper

### ***Monitoring***

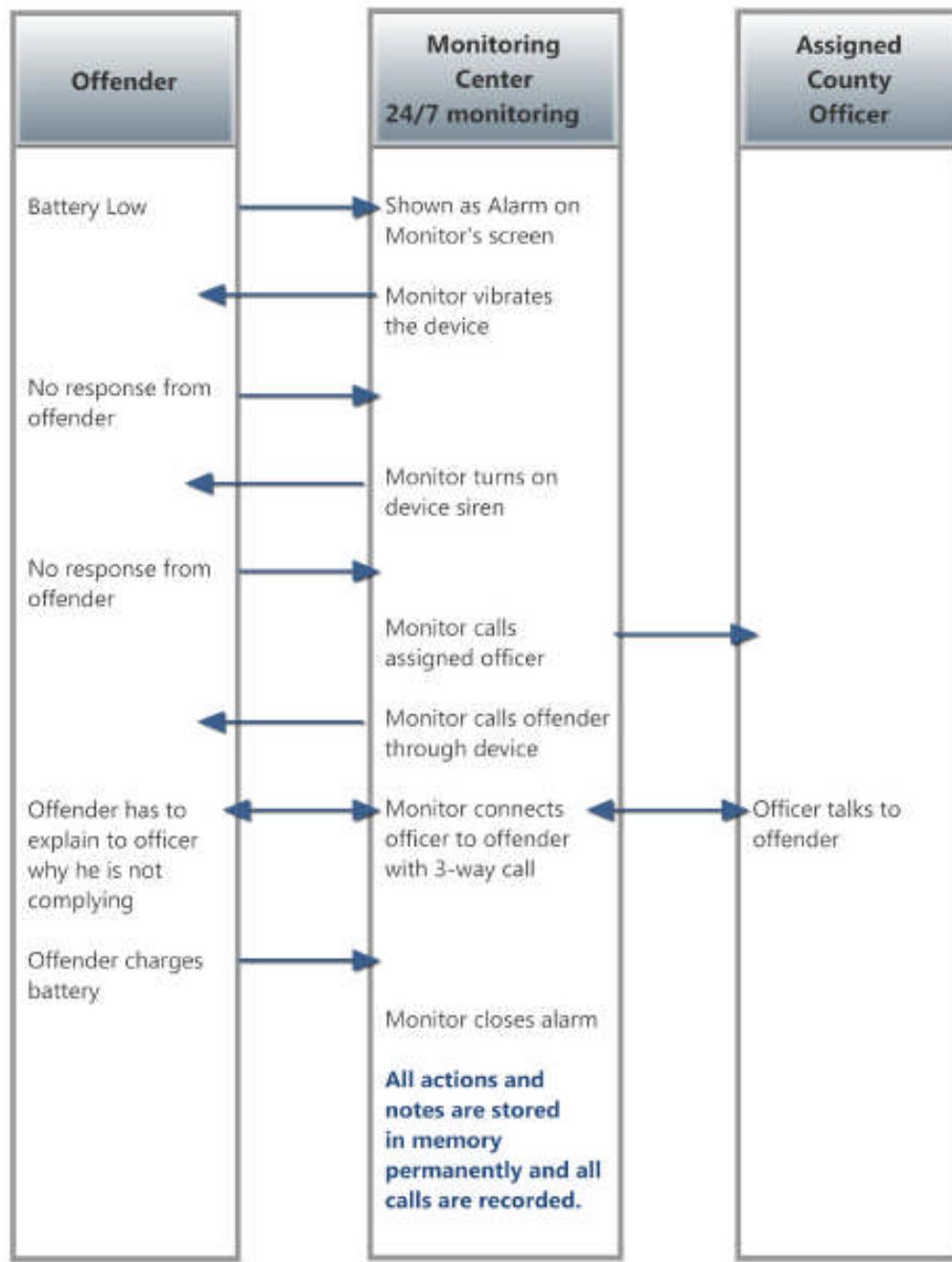
**Monitoring** consists of (1) the communication of tracking information and alarms from the tracking device to the host software; (2) the communication of location and alarms from the host software to the designated agent; and (3) the monitoring of tracking information and the responses to alarms by the agency (in Passive and Standard modes) or the Monitoring Center representatives (in Premium mode). Case Management refers to interactions between the offender and Monitoring Center representatives or County personnel.

Our **Monitoring Center** is staffed 24/7/365 with fully-trained personnel. The Monitoring Center personnel track the location of offender, monitor and resolve or escalate alarms, communicate with the offender when necessary, and communicate with County officers to escalate alarms. The protocols the Monitoring Center follows depends on the monitoring level selected by the County, and the specific protocols decided by the County for that type of alarm.

**Our device vibrating capability, siren, and 3-way-calling features are critical components in effective management of offenders in the electronic monitoring program.** All offenders are informed of the compliance requirements when the device is installed. If an offender fails to comply, we can **vibrate the device** to remind the offender to comply. If that does not work, we can **turn on the siren**. The siren is also useful in alerting others of the offender's location, for example, if he/she violates an exclusion zone.

## Monitoring and Case Management

Example - Offender will not recharge the battery for his device.



If the offender continues to be non-compliant, **we have the immediate ability to contact the offender by calling him/her through the device** (all calls are recorded) and warning him/her.

We believe that, with our 3-way communication ability, offenders will be discouraged from attempting to "cut and run."

Any vendor providing electronic monitoring will need the support of the Sheriff's Office in order to make an electronic monitoring program work. Ultimately, if an offender fails to comply after multiple warnings, he cannot continue in the electronic monitoring program. In such a case, the County must send an officer to pick him up and return him to the Jail. Failure to comply often takes the form of refusal to charge the device battery, or attempts to remove the device. If the non-compliant offender is not returned to Jail in a timely fashion, the offender will no longer be tracked (either the device will have been removed or will no longer transmit) and becomes a public safety threat.

### ***Monitoring Levels***

SecureTracks GPS provides a variety of monitoring levels depending on the security risk of the offender to be monitored.

Our monitoring levels are summarized in the table below. Please note that the fifth row "Notification" is from the server to the agency (or Monitoring Center), while the second, third, and fourth rows "Reporting Frequency" is from the ankle bracelet to the server.

	Premium Plus	Premium	Standard Plus	Standard	Passive
GPS Location Fix	2 seconds	2 seconds	2 seconds	2 seconds	2 seconds
GPS Trace Reporting Frequency	1 minute	5 minutes	1 minute	5 minutes	5 minutes
Data Reporting Frequency	1 minute	5 minutes	1 minute	5 minutes	30 minutes
Alarm Reporting Frequency	Real Time	Real Time	Real Time	Real Time	Real Time
Notification	Active Monitoring Center Intervention Real Time Notification Real Time Email Alarm Notification		Real Time Email or Text Alarm Notification		Daily Report Notification
Live Agent Intervention	Yes 3-way voice	Yes 3-way voice	Limited* 3-way voice	Limited* 3-way voice	Limited* 3-way voice
Reports	Standard and Custom GPS Reports	Standard GPS Reports			
24/7 Help Desk Support	Yes	Yes	Yes	Yes	Yes

\* Calls to and from the unit for emergency contact purposes only, not as a regular monitoring feature.

"Passive" monitoring is a good choice for agencies where staffing or budget constraints dictate minimal offender supervision and immediate response to violations is not required. This is also a good option for low-risk offenders who do not require tight supervision. If an offender on "passive" monitoring presents a series of violations, we can increase his monitoring level without changing out the ankle bracelet. According to our information, our "passive" monitoring is equivalent to the "active" monitoring the County is currently utilizing.

"Standard" and "Standard plus" provides real-time notification of alarms to the agency and requires the agency to actively monitor the offender. This is a good option when budget

constraints limit options, but greater offender supervision and real time notification is required on critical alarms.

“Premium” and “Premium Plus” provides real-time notification of alarms and our monitoring center responds to the alarms by following the protocols provided to us by the agency, and then notifies the agency if compliance is not obtained. This relieves the agency of having to handle each individual violation, while still providing close tracking and monitoring of medium and high-risk offenders.

As indicated in the above table, the key elements of the tracking options include:

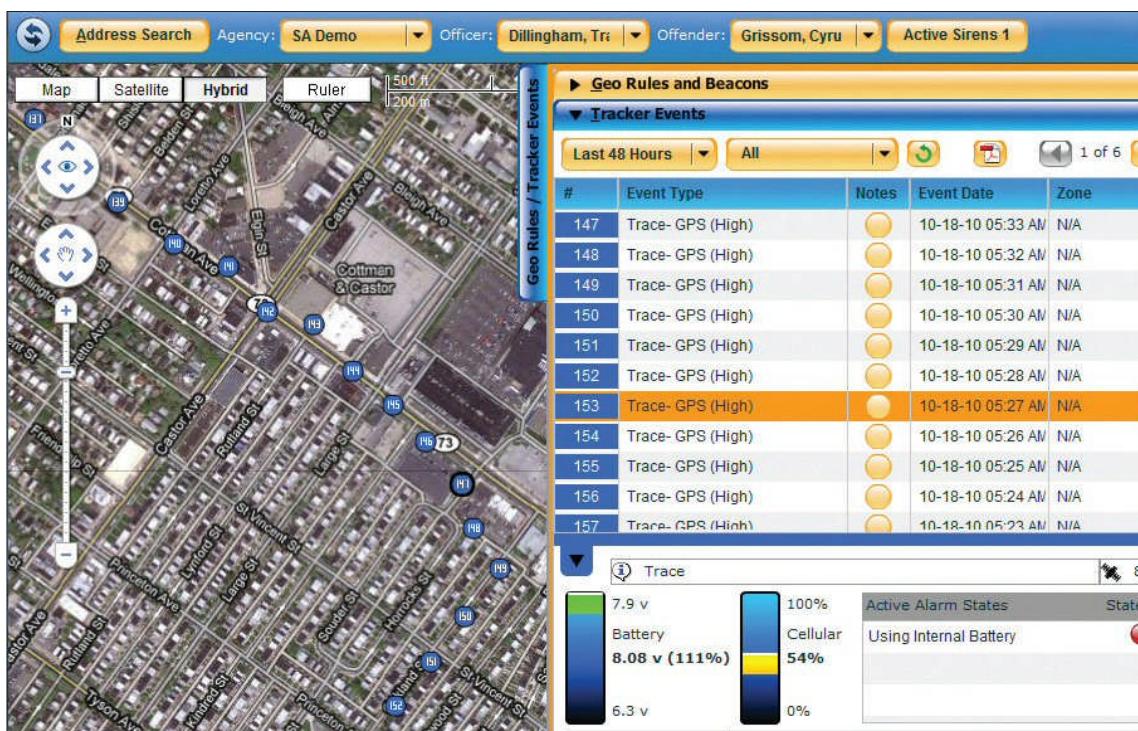
- 1 minute or 5 minute data reporting intervals. This is reporting from the ankle device to our host software. The tracking device checks its location every 2 seconds, and reports violations and alarms in real time. Inclusion and exclusion zones are stored on the device itself, so the device does not need to contact the host software to know that a violation has taken place. Our software allows investigators to watch the offender’s movements in real time on a map.
- Real-time or daily reporting to Sarpy County of alarms.
- Three-way communication at any time with the offender is available through the embedded cell-phone feature on each unit. The Monitoring Center can call the offender and the offender can call the Monitoring Center through his device. The Monitoring Center can also patch in an officer to speak to the offender directly. This feature is available on every unit and calls to the offender are included for selected monitoring levels.
- Our tracking device also includes a 95-decibel siren as well as a device vibrator that the Monitoring Center can activate to compel compliance by the offender.
- Standard or customized reports.

## TRACKERPAL™ SOFTWARE

The TrackerPAL™ software is a secure, web-based application that receives, records, and stores all data transmitted from ReliAlert™ XC devices. The secure, robust system is accessible 24/7 from any computer with a high-speed Internet connection and allows authorized users to effectively and efficiently manage their caseload. Key features of SecureAlert’s TrackerPAL™ software include:

- **Platform.** Web-based, high-speed internet required
- **Secure Access.** Password-protected, secure link via SSL over HTTP, 128-bit encryption

- **Enrollment.** Simple interface that allows authorized users to enter demographic data, assign supervision officer, upload multiple photos, and assign violation notification protocols
- **Mapping Interface.** Uses Google Maps™ to ensure ease-of-use and consistent, high-performance
- **Mapping View.** Includes traditional, satellite, hybrid and street views
- **Location Information.** Allows County authorized users to query for current or historical offender location information based on date and time
- **Multiple Offender Tracking.** Allows authorized users to view the current location of all offenders or the tracking history of up to four (4) offenders at one time based on specified time parameters
- **Tracking Event and Alarm Information.** Includes information regarding the event/alarm type, date and time, approximate address, device battery strength, cellular signal strength, # of GPS satellites engaged, alarm status, direction and approximate speed of travel
- **Inclusion/Exclusion Zones.** Unlimited number of zones can be created in the shape of an oval, square/rectangle or polygon
- **Violation Notification Protocols.** Allows County personnel to customize and designate how they would like to be notified of when a violation occurs
- **Crime Scene Correlation.** Allows authorized users to determine if any offenders wearing ReliAlert™ XC devices were in the vicinity of a fixed location
- **Reports.** a variety of standard and specialized reports that cover transactional and management needs are available in the TrackerPAL™ software



TrackerPAL™ with Tracking Information

## Software Security

We understand how critical data security is for offender monitoring. All data is **encrypted** and secured end-to-end to prevent hacking or transmission of false data.

The TrackerPAL™ software system is accessed via the Internet with a password-protected, secure link via SSL over HTTPS. For SSL connections, we use 128-bit encryption to ensure data security. Access to the system requires authorized user login with password protection for secure communications.

Data communications between the ReliAlert™ XC device and the application server is facilitated through cellular GSM GPRS/EDGE (HSPA for 3G UMTS communications) using a UDP data-packet protocol.

There are five communication interfaces pertinent to ReliAlert™ XC communications security:

1. Cellular data communication between device and cellular network
2. Data communication between cellular network and SecureAlert application server
3. User interface – data communication between users in the field and the SecureAlert application server

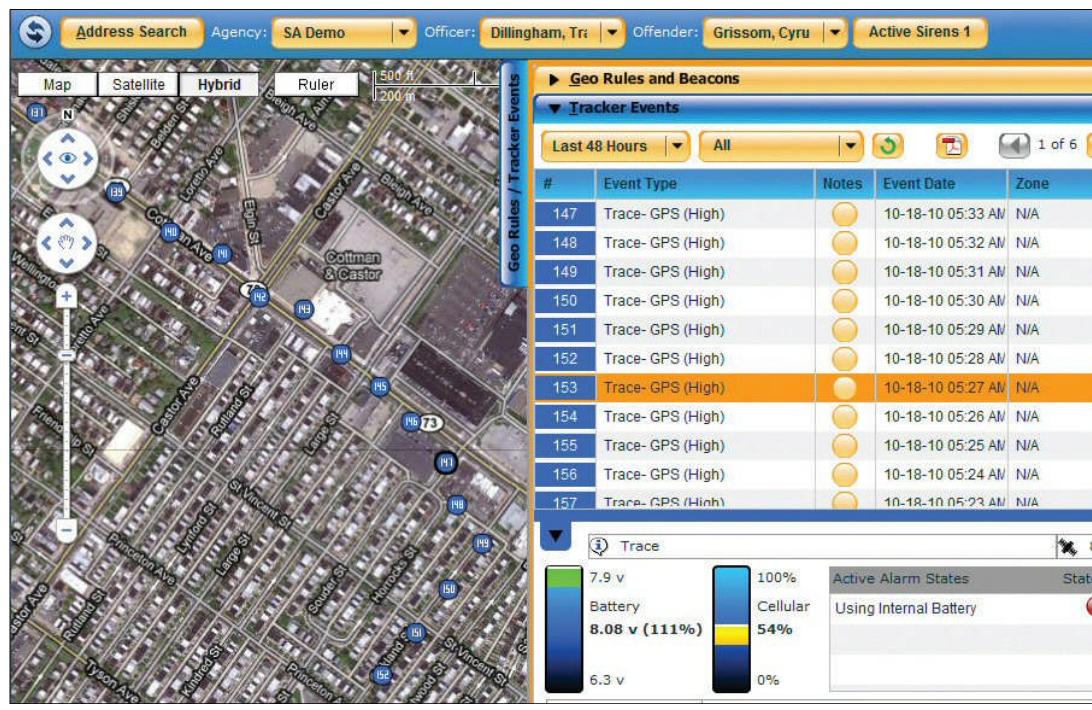
4. User interface – data communication between the SecureAlert Monitoring Center and SecureAlert application server
5. Voice calls

Only the tracking device can establish a data connection to the destination server. The data connection cannot be established with a request external to the device so connection is impervious to IP impersonation techniques such as IP spoofing. The tracking device is explicitly programmed to only communicate with the destination server.

All data transferred to and from the tracking device are represented in encoded hexadecimal or binary format. There is no use of clear (readable) text. The data communication link between the cellular carrier and the SecureAlert application server is facilitated through a security-encrypted point-to-point VPN data link.

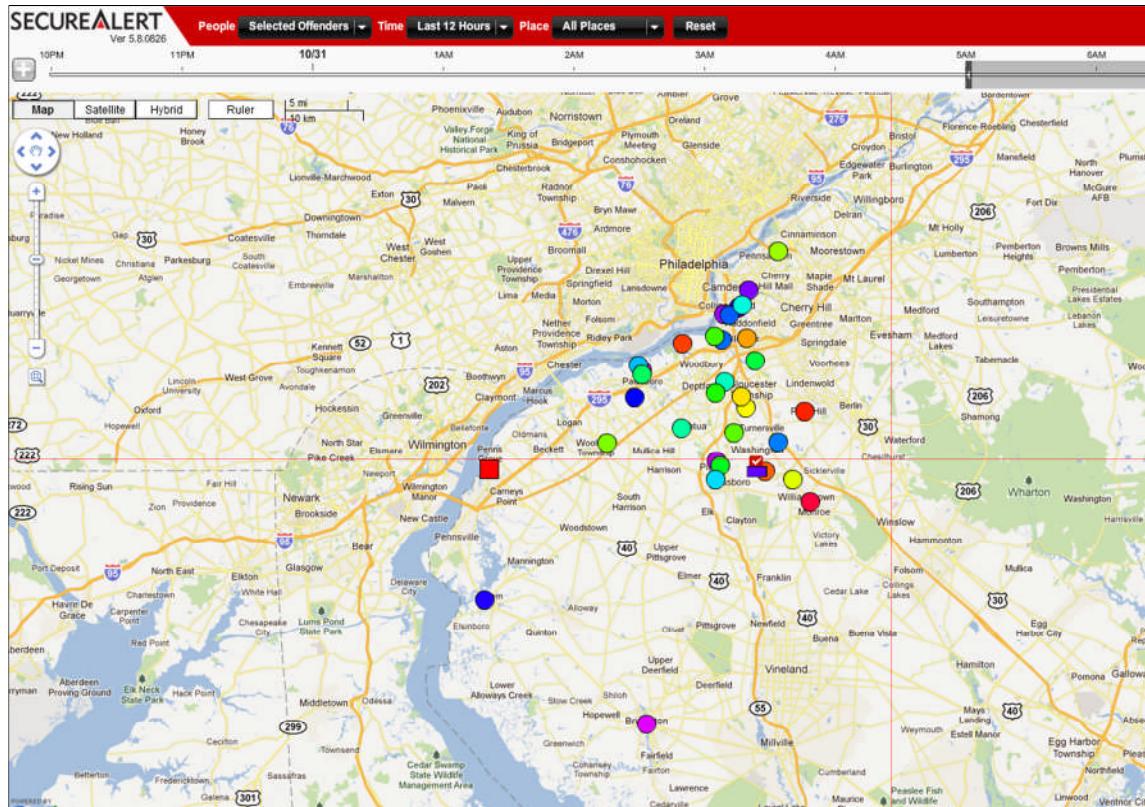
### **On-Demand Queries**

The TrackerMap module in the TrackerPAL™ software allows on-demand queries by officers to view current or historical location information on a specific offender or all assigned offenders. The search parameter defaults to the last twelve (12) hours unless a specific time period is specified, then all tracking information is plotted in sequence on the map. If multiple offenders are selected, a list of the selected offenders is displayed and the current tracking point for each selected offender is placed on the map. If users need to view the full tracking history of one offender or multiple offenders, they select those offenders on the list and the historical tracking points are displayed in sequence on the map. Specific times within the time parameter can be adjusted to review certain blocks of time.



**Current Location of All Offenders**

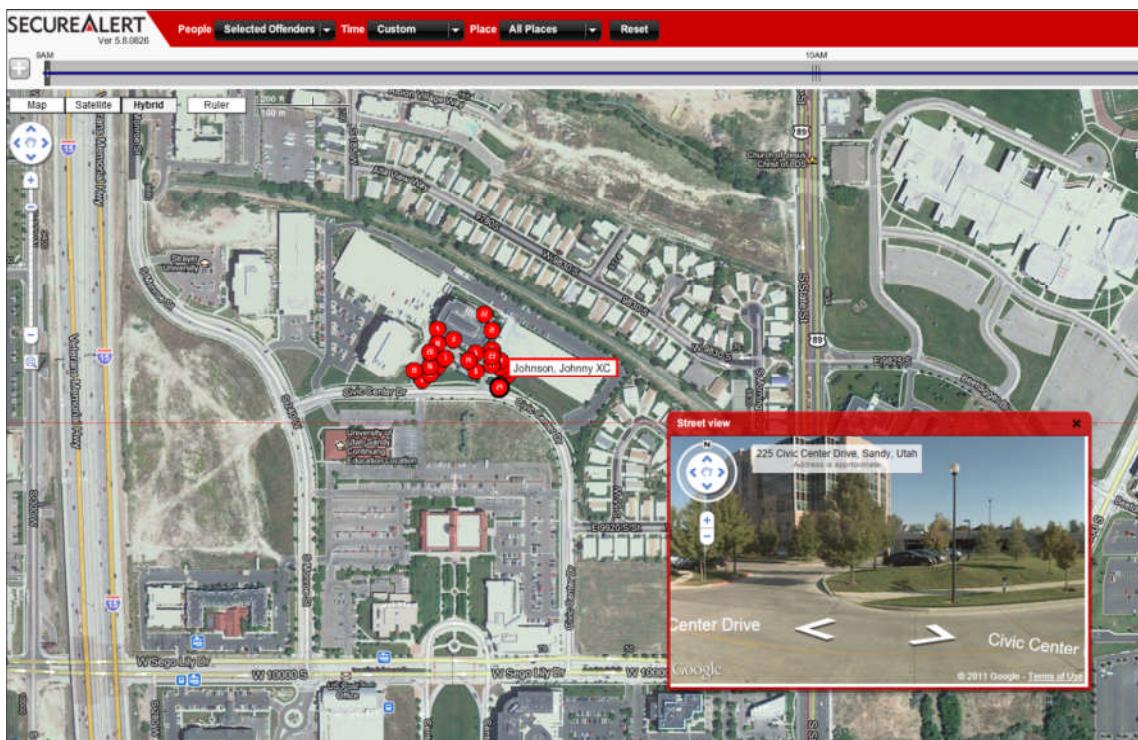
Authorized users can view the current location of all offenders or the tracking history of up to four (4) offenders at one time based on specified time parameters.



TrackerMap Multiple Offender Tracking

**Map Views**

The TrackerPAL™ software uses Google Maps™ for all mapping activities. Google Maps™ is the most advanced, flexible mapping system in the industry and known for its ease of use. Users can view tracking information on the map in standard, satellite, hybrid (satellite view with street name overlay), or street view. Google Maps™ allows users to zoom in, zoom out, and drag to pan.



TrackerMap with Street View

In the TrackerMap module, users can view current and historical location information on a single offender or multiple offenders. In addition to showing tracking events, the mapping feature will also show any inclusion/exclusion zones in the area. Geographical landmarks like water features, schools, parks, churches, and other significant features are all evident and identifiable in the standard map and hybrid mapping views in the TrackerMap module.

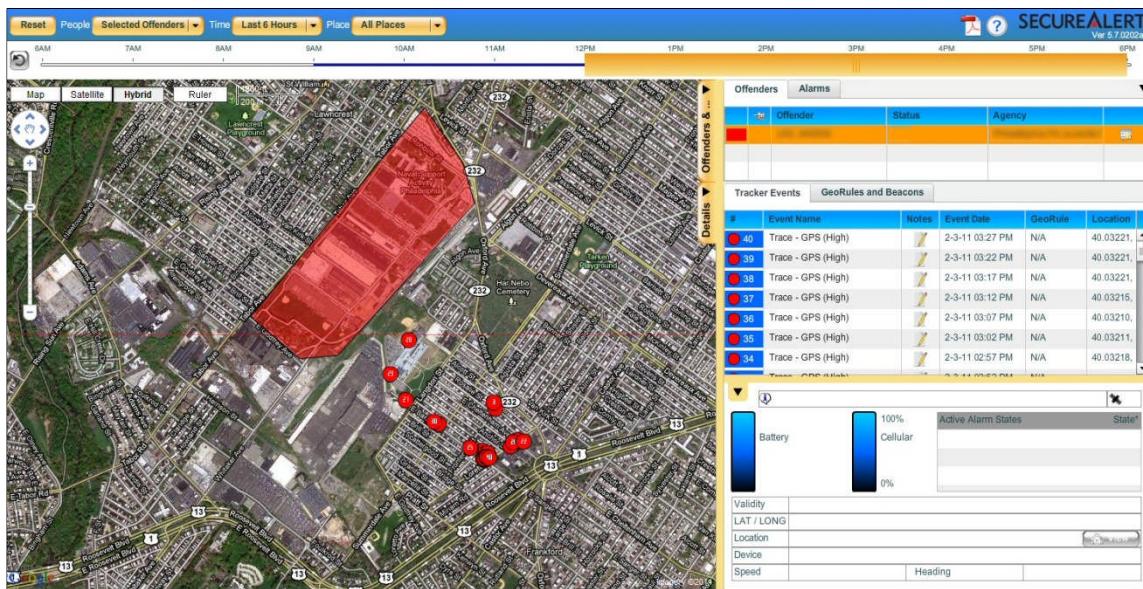
### ***Inclusion and Exclusion Zones***

Our software utilizes inclusion zones and exclusion zones, with times allowed to travel between inclusion zones, to determine if the offender is complying with the terms of his/her release. For example, an offender may have one inclusion zone that is his/her home, and another that is the place of work. The times that the offender must be at work will be scheduled, and travel time between the zones will be noted. The ReliAlert™ XC device will track the offender's movements between the zones, and alert if the offender exits an inclusion zone when he/she is scheduled to be in it, or enters an exclusion zone at any time.

Zones and schedules are created, edited, applied, and deleted in the Offender Information module of the TrackerPAL™ software. The Add GeoRule link on the Shortcuts panel opens the TrackerMap feature or the officer can click the TrackerMap tab. The supervising officer selects the offender and can then enter an address where the zone is to be defined. The zone can be created in the shape of an oval, rectangle, or polygon. The zone can be manipulated and sized to ensure an accurate location. Once the zone is created, it is designated as an inclusion zone or an exclusion zone.

An unlimited number of zones can be created and saved to the County's library and used for other offenders. Users can view each zone and its corresponding schedule. Zones are

displayed during offender location queries if tracking is within the zone location. Supervising officers can click the Adobe™ PDF icon to print the current map view that includes tracking points, inclusion/exclusion zones, all tracking events and, if selected, associated event notes.



TrackerMap with Polygon Zone

### ***Creating Inclusion and Exclusion Zones***

To create a new schedule for an existing address, simply pull up the schedule (by clicking on the clock icon to the right of the address name) and make adjustments by clicking on the place in the schedule and move the time. This is further described after the third screen below.

To create a schedule for a new address, click on “Add GeoRule” to bring up the new address. From there, you can enter the address, adjust the inclusion/exclusion zone around the address, and create a schedule for this address. Please refer to the sample screens below.

**SECUREALERT** Ver 5.8.0626

People Selected Offenders Time Last 12 Hours Place All Places Reset

Map Satellite Hybrid Ruler 1200 ft 50 m

Offenders Alarms

Offender	Active Alarms	Agency
Demmo, John		ST - Synergy Telecom

Tracker Events GeoRules and Beacons

Activate	Type	Status	GeoRule or Beacon Name
<input checked="" type="checkbox"/>		Active	Home 1
<input checked="" type="checkbox"/>		Active	Test Home

Add GeoRule

GeoRule Name \* Gang Club

Address 1 24165 W Interstate 10 Go

Address 2

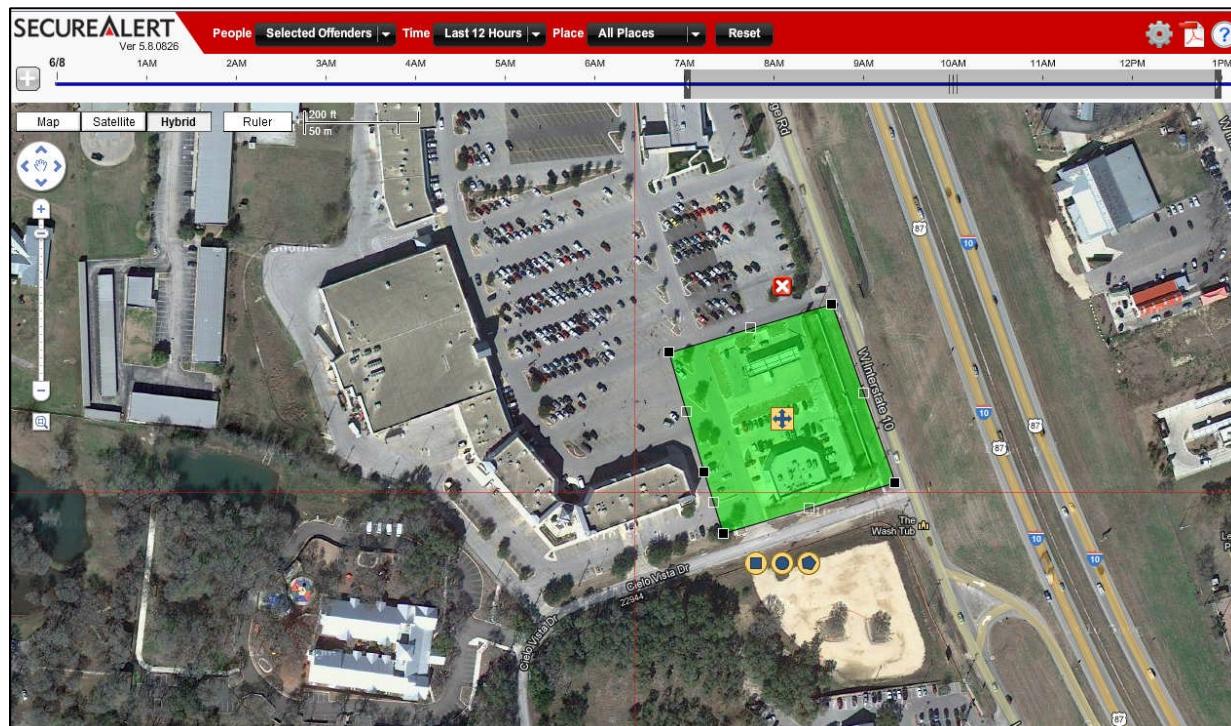
City San Antonio Center the map on the entered location

Country USA

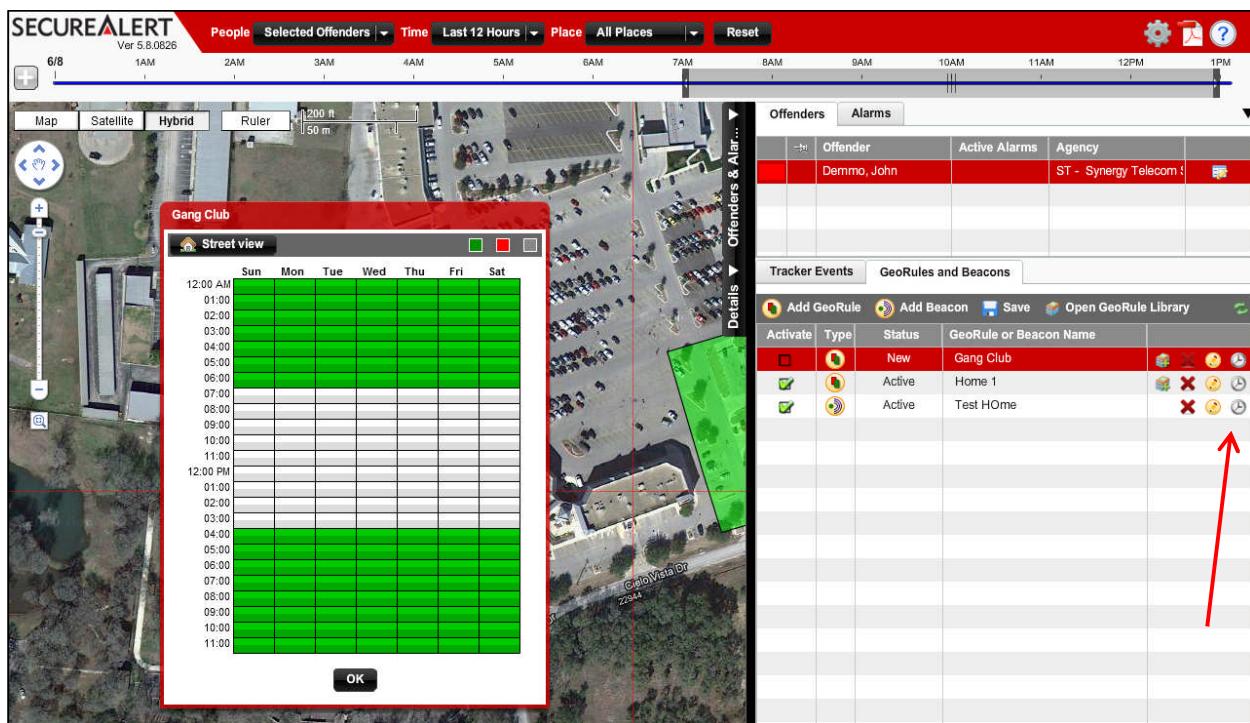
State/Province Texas Postal Code 78257

OK Cancel

Create New GeoRule for New Address



Setting the Inclusion/Exclusion Zone Around the Address



Creating the Curfew Schedule for the Address

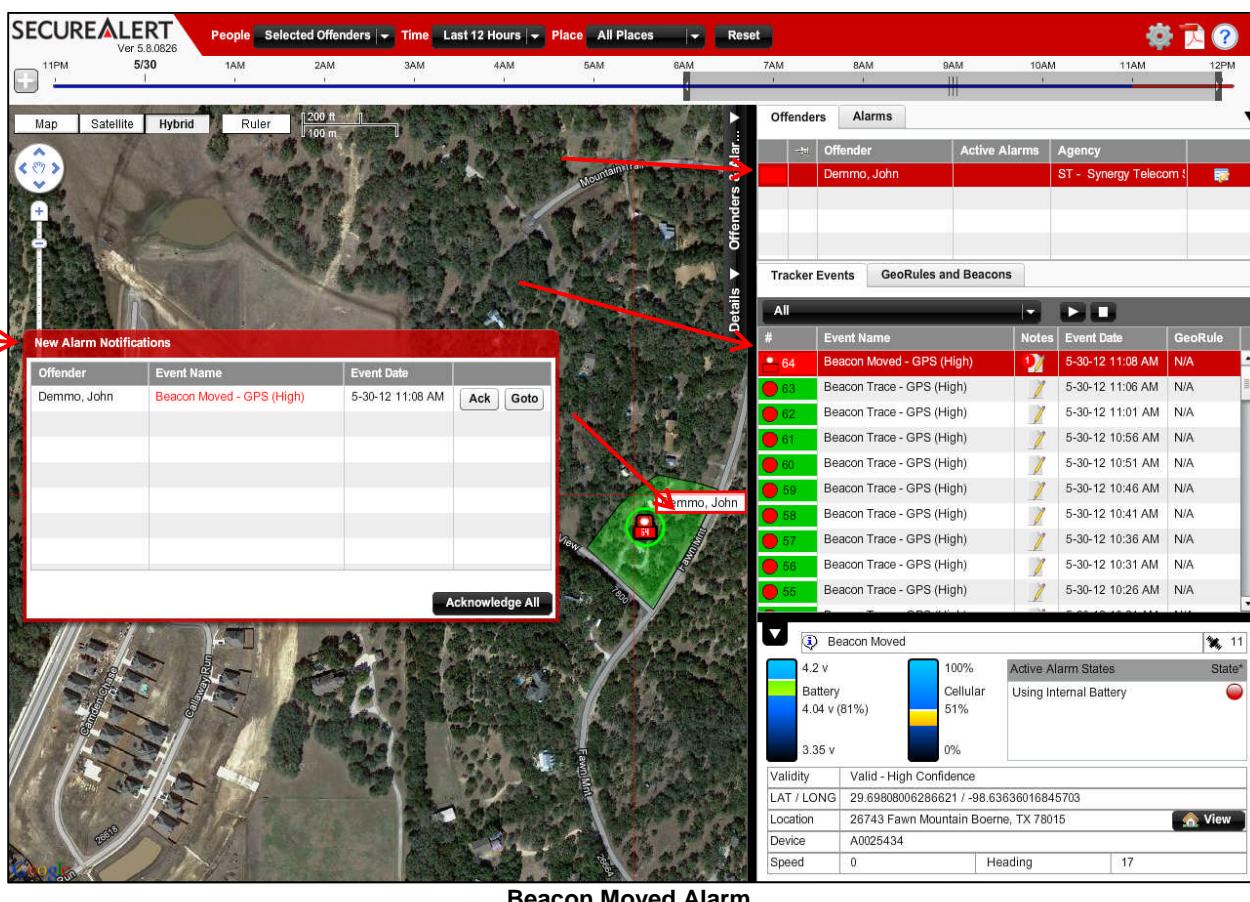
To make a new schedule or edit an existing schedule, first, bring up the schedule by clicking on the clock icon to the right of the address. Once the schedule appears (as shown above), use your mouse to adjust the times. Times in green are “inclusion zone” times when the offender must be at that address. Times in red are “exclusion zone” times when the offender must not be at that address.

### Alarms

The ReliAlert™ XC ankle device sends alarm notifications in real-time to the TrackerPAL™ software and the Monitoring Center if a location violation or other violation occurs. The device checks its location every 2 seconds. Because all inclusion zones and schedules are stored within the device itself, the device is able to immediately recognize a location violation (as well as other violations) and report immediately to the host software rather than waiting for the next scheduled reporting interval.

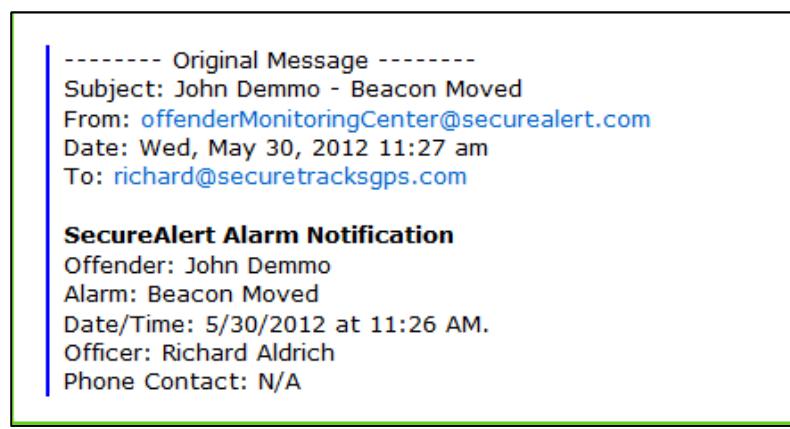
Once the alarm is received, it is noted on the offender tracking page, and notification protocols established by the County will be followed. Such protocols may be (1) email sent immediately to officer regarding alarm; (2) the monitoring center representative contacts the offender and (using a script) request compliance, (3) the monitoring center calls the case manager about the alarm. Other protocols are also possible, depending on the type of alarm, or the procedure the County wishes to be followed.

The following sample screen shows an alarm on the monitoring screen of the beacon moved. The arrows indicate all the sections of the screen that flash in red when an alarm is triggered.



Beacon Moved Alarm

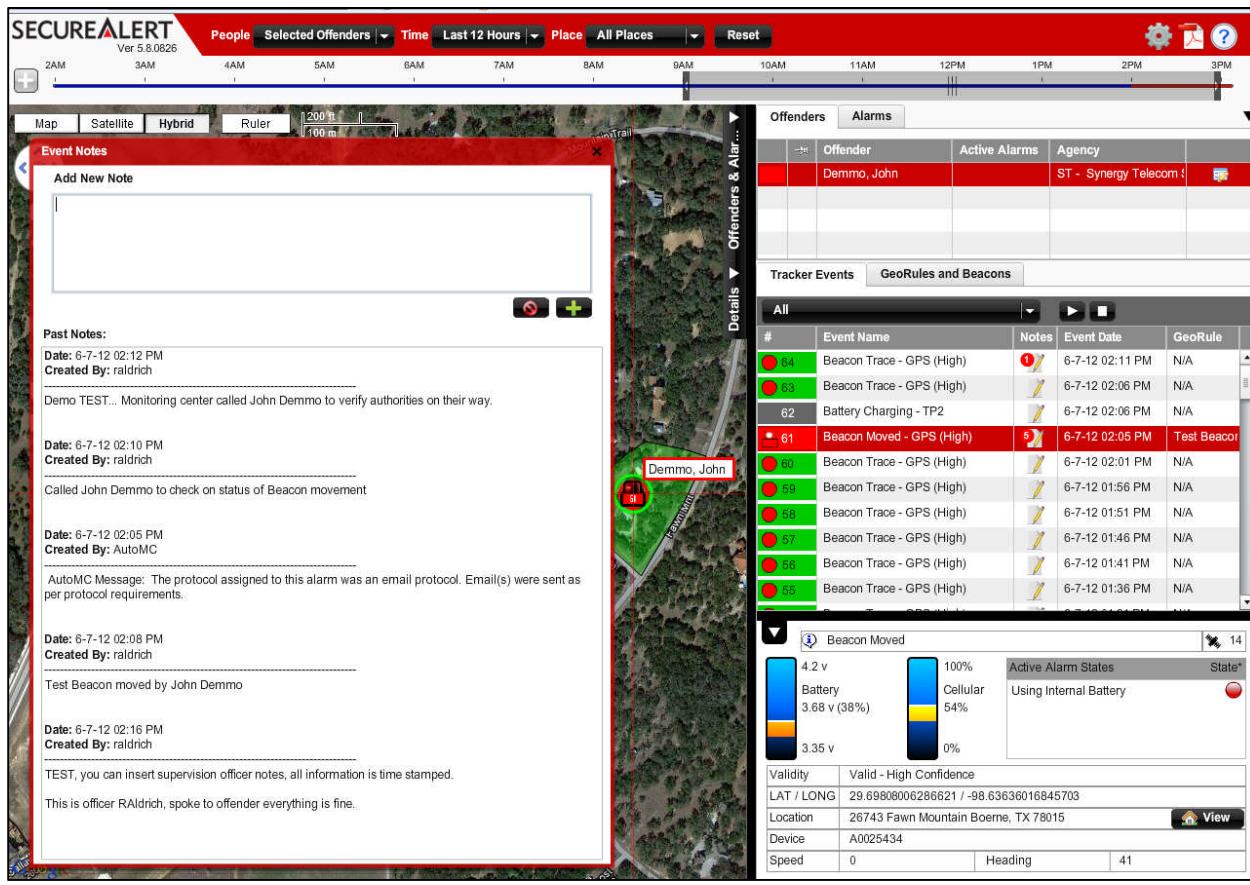
The following sample screen shows the email message of the alarm sent to the case manager for "John Demmo." Please note that the email was sent to the case manager within one minute of the alarm event.



Beacon Moved Alarm Email

All data related to alarms is shown on the screen with the username and date and time. The following sample screen shows a series of notes made by users related to an alarm. Please

observe that each note records the user who entered the note, along with a date and timestamp.



The screenshot shows the SECUREALERT software interface. On the left, there is a sidebar titled "Event Notes" with a sub-section "Add New Note" containing a text input field and a "Submit" button. Below this is a "Past Notes" section listing several entries with dates and creators. In the center, there is a map view showing a residential area with a red marker indicating the location of "Demmo, John". To the right of the map, there are two tabs: "Offenders & Alarms" and "Tracker Events / GeoRules and Beacons". The "Offenders & Alarms" tab shows a table with columns for Offender, Active Alarms, and Agency. The "Tracker Events" tab shows a list of events with columns for #, Event Name, Notes, Event Date, and GeoRule. One event is highlighted: "Beacon Moved - GPS (High)" for Demmo, John, dated 6-7-12 02:05 PM, under the "Test Beacon" geo rule. Below this event, there is a detailed view of the "Beacon Moved" event, showing battery levels (4.2 v, 3.68 v (38%), 3.35 v) and cellular signal strength (100%, 54%, 0%). Other details include Validity (Valid - High Confidence), LAT / LONG (29.69808006286621 / -98.63636016845703), Location (26743 Fawn Mountain Boerne, TX 78015), Device (A0025434), and Speed (0). A "View" button is also present.

Notes on an Alarm

## Reporting

Our TrackerPAL™ software provides **full reporting capabilities** for the County to track offenders and active units. The software includes **secure remote access** for authorized users to obtain information and reports through any computer connected to the Internet.

All data reported to the system is time-stamped and stored, and is available for reports. Authorized County personnel will be able to see where all offenders are located at any given time, the location history of a specific offender, and alarms and alerts over any time period. The County can also track live the location of a high-risk offender. Please refer to Attachment F for samples of our most commonly-used monitoring reports. Reports are also available for inventory of active devices, inactive devices, or device history.

## Inventory Management

An inventory management tool is available for the ankle bracelet component of all classes of Compliance Tools. Please refer to Attachment E for sample inventory reports. The following sample screen shows the inventory of ankle bracelets issued to SecureTracks GPS (referred to as "ST – Synergy"). We use these devices to test and demonstrate the equipment.

Home \ Distributor Employee \ Distributor \ Agency Users \ Agency \ Offender Info \ Tracker Map \ Inventory \ My Info \ Reports \

Welcome Richard (UTC Offset: -05:00)

**Shortcuts**

- Assigned & Active (Click to deactivate)
- Assigned & Inactive (Click to activate)
- Transfer to Agency (Click to transfer)
- RMA

**TrackerPAL Search**

Serial #:  Device Number:  Device Phone #:  Agency: ST - Synergy Telecom Service TX

**TrackerPAL List**

Serial#	Device Number	Firmware	Part Number	Agency	Officer Name	Offender Name	Status
A0006385	10652000864476	-	-	ST - Synergy Telecom Service TX	-	-	
A0010077	10652000865929	1543	-	ST - Synergy Telecom Service TX	-	-	
A0020201	354879028283041 (Demo)	1602	-	ST - Synergy Telecom Service TX	Chad Strong	Offender Smith	
A0020002	354879028786688	-	-	ST - Synergy Telecom Service TX	-	-	
A0021288	354879028787751	1608	-	ST - Synergy Telecom Service TX	-	-	
A0021406	354879028793742	1608	-	ST - Synergy Telecom Service TX	Kerry Shaw	tommy thief	
A0021399	354879029522488	1608	-	ST - Synergy Telecom Service TX	Test Testme	Delaware County	
A0025434	356398042261410	1608	-	ST - Synergy Telecom Service TX	Richard Aldrich	John Demmo	
A0027161	356398042362796	-	-	ST - Synergy Telecom Service TX	-	-	

**List of Devices Issued to an Agency**

## TRAINING PROGRAM

### 24/7 Help Line

Authorized County personnel will be provided with a toll-free number to contact our live Monitoring Center and Technical Help Desk 24/7/365 for any customer support or technical assistance related to hardware or software issues. While we do not provide this number to offenders; offenders can call the Monitoring Center through the device itself during an emergency.



**Device Call Button**

SecureTracks GPS's Account Manager, Chad Strong, will be available to the County for on-site support, training, or any other assistance the County requires. Mr. Strong lives in Elkhorn, Nebraska, 15 minutes from the County buildings. Mr. Strong is currently providing account services to Sarpy County Jail. Please contact Sarpy County Jail (References, Attachment 3) to verify the quality of services Mr. Strong is providing to them.

### ***Training***

SecureTracks GPS will provide initial and refresher training to County staff at no cost to the County. The training will take place at the County offices.

SecureTracks GPS proposes combining training and installation of devices to provide a more comprehensive approach. Since users have a much greater success when they have hands-on experience, and to prevent a learning retention loss from the time of the training to the time of actual usage, our objective is to train users in the field then immediately install devices on offenders to provide the necessary support during the transition period. On contract award, SecureTracks GPS will schedule an Implementation Planning meeting with the County and among other key factors, determine the number of staff to be trained and training location and schedule the training date.

Because the County is expecting to manage their own monitoring program, SecureTracks GPS recommends an initial, on-site training and deployment that encompasses two (2) days. The training includes classroom training as well as the actual deployment of equipment on offenders. Our training schedule is customizable, so on completion of the Implementation Planning meeting, we will develop a training schedule specifically for the County. The following training schedule is an example of how we can accomplish training of County staff:

#### Day 1 –training session with staff

- GPS Monitoring
  - Hardware overview
  - Software overview
  - Review/add County users
  - Discuss/review alarm protocols
- Lunch break
- GPS Monitoring
  - Add offender profiles
  - Create inclusion/exclusion zones and schedules
  - Device installation training
  - Activation/Deactivation review
  - Alarm response review

- SecureAlert University- Online resource site

### Day 2 – Review and Deployment

- Q&A of previous days training
- Device installations
- Learning assessment

On the completion of initial training and deployment, SecureTracks GPS will request a post-deployment assessment meeting to review current program status and discuss any outstanding needs or issues.

As part of our commitment to our customers, our trainers can provide live or webinar trainings as requested. This can serve to assist with on-going training issues or as refresher courses for staff that need additional assistance.

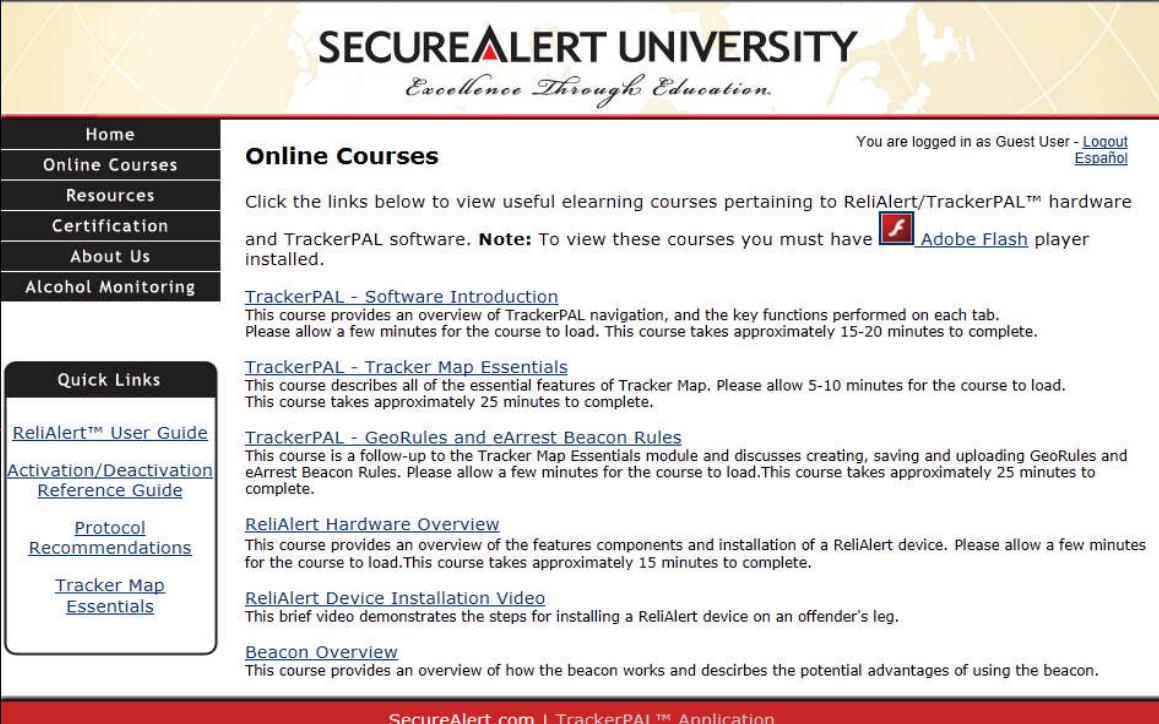
### **On-Line Resources**

The TrackerPAL™ software includes extensive on-line help features, including help for each function as well as a “university” with training courses. The “Help” button is visible from every screen, and takes the user to our SecureAlert University page with a variety of resources.



**Help Button on Main Toolbar**

SecureTracks GPS has a complete User Manual that can be downloaded from the Website. Please see the red arrow on the second of the two following sample screens.



**SECUREALERT UNIVERSITY**  
*Excellence Through Education.*

Home    Online Courses    Resources    Certification    About Us    Alcohol Monitoring

**Online Courses**

You are logged in as Guest User - [Logout](#) [Español](#)

Click the links below to view useful elearning courses pertaining to ReliAlert/TrackerPAL™ hardware and TrackerPAL software. **Note:** To view these courses you must have  [Adobe Flash player](#) installed.

**TrackerPAL - Software Introduction**  
This course provides an overview of TrackerPAL navigation, and the key functions performed on each tab. Please allow a few minutes for the course to load. This course takes approximately 15-20 minutes to complete.

**TrackerPAL - Tracker Map Essentials**  
This course describes all of the essential features of Tracker Map. Please allow 5-10 minutes for the course to load. This course takes approximately 25 minutes to complete.

**TrackerPAL - GeoRules and eArrest Beacon Rules**  
This course is a follow-up to the Tracker Map Essentials module and discusses creating, saving and uploading GeoRules and eArrest Beacon Rules. Please allow a few minutes for the course to load. This course takes approximately 25 minutes to complete.

**ReliAlert Hardware Overview**  
This course provides an overview of the features components and installation of a ReliAlert device. Please allow a few minutes for the course to load. This course takes approximately 15 minutes to complete.

**ReliAlert Device Installation Video**  
This brief video demonstrates the steps for installing a ReliAlert device on an offender's leg.

**Beacon Overview**  
This course provides an overview of how the beacon works and describes the potential advantages of using the beacon.

[SecureAlert.com | TrackerPAL™ Application](#)

**Help Page**

## MONITORING CENTER AND DATA CENTER

### Monitoring Center

SecureAlert's Monitoring Center provides live 24/7/365 monitoring of all alarms generated from SecureAlert electronic monitoring devices and provides customer and technical support. Since 2006, the Monitoring Center has handled more than 9.5 million total alarms and accumulated more than 47 million hours of monitoring.



SecureAlert Monitoring Center Operators

The Monitoring Center is manned 24/7/365 with live coverage including holidays. Minimum staffing per shift consists of 4 representatives and 1 supervisor. Maximum staffing is 16 representatives with 2 supervisors.

Technical Support for County staff is also provided 24/7/365 live including holidays. Up to three (3) Technical Support personnel can be available per shift.

SecureAlert's Monitoring Center is devoted solely to monitoring offenders.

### ***Monitoring Center Redundancy***

The host hardware and software include multiple redundancies to prevent system failure. The Monitoring Center also has procedures in place to be able to operate in the event of a "disaster," such as evacuation of the building or area. Both the Monitoring Center and the Data Center are **fully redundant**. Redundant systems include Internet connectivity, telephony, electrical power, as well as all server and data storage components.

The physical layout of our monitoring system communication architecture of primary circuitry and backup, maintains redundant internet connectivity systems and telephony.

The SecureAlert Monitoring Center has redundancy of their call processing system that ensures effective delivery of incoming calls to operators. There is redundancy of the telephone network to ensure continued service if one network goes down. The Monitoring Center has redundant phone switch processors and a Primary Rate Interface (PRI) that uses two (2) carriers for primary communications and one (1) secondary carrier if either of the other carriers fails. All incoming and outgoing phone calls to/from the Monitoring Center are recorded and backed up on the redundant voicemail server. With regards to data communications, the SecureAlert Monitoring Center has one (1), point-to-point 10MB data line to our collocation center and two (2) redundant 10 MB data lines if the primary data line fails. A redundant data switch handles the transfer of information following primary line failure.

SecureAlert's Monitoring Center has full-time battery backup plus an emergency power generator. In the event of a brown-out or catastrophic event that affects utility power, the Monitoring Center and the Data Center have four layers of power generation redundancy, essentially over-engineering by 40 percent the power back-up capability to ensure uninterrupted power.

### ***Data Center***

SecureAlert's Monitoring Production Data Center and software systems are hosted at a centrally located network operations center inside a multi-million dollar facility separated from SecureAlert facilities. The facility was selected based on our need to provide maximum reliability and security for our customers. The secured facility was designed specifically as a high security, self-sustained, fully-redundant Class-Four rated Data Center that houses SecureAlert's network infrastructure. It contains a fully-redundant, 10-gigabit backbone network that connects all core network devices at gigabit speeds. All servers, device switches, and other devices at the "edge" of the network are connected by Gigabit Ethernet, offering significant flexibility and capacity in managing the network. The network is further extended by placing fiber and Gigabit Ethernet megabit ports in each cabinet in the Data Center.

The underground data bunker is a highly secure, hardened area of the building that features steel reinforced concrete walls and is temperature/humidity-controlled. Three independent data communication egress points leave the facility to enable the fiber networks to exit the building on separate pathways and significantly reduce the risk of network failure. The data bunker houses multiple gigabits of local loop to the Internet.

Currently, the facility has two redundant OC-12 fiber SONET (Synchronous Optical Network) rings and a separate SONET ring (an OC-48). Multiple DS3s have been provisioned, providing 45 MB of Internet bandwidth per circuit.

### ***Data Redundancy***

In addition to the redundancy built into SecureAlert's Monitoring Center, our Production Data Center and software systems are designed to be fully fault-tolerant in the event of system component failure or natural disaster. All computers, storage, and network systems have redundant standby components that are brought into operation should a primary system fail.

SecureAlert uses Microsoft SQL Server Enterprise Edition database software to store mission-critical customer data. The data is stored on Hewlett-Packard storage area network hardware on arrays of redundant hard-disk drives. SecureAlert uses a redundancy scheme known as RAID-10 to achieve high availability and performance. The data is mirrored in real-time to a secondary database server that is brought into service should the primary database server experience a failure. The failover ensures continuity of data access even if a primary database system fails. Data backups are transported to an offsite facility as part of our Disaster Recovery Plan.

SecureAlert has fail-safes in place to ensure that any Data Center interruption in service is detected and redundant systems are immediately placed into service. On detection of any potential service issue, SecureAlert immediately begins analysis of the issue and works toward resolution in a timely manner.

**Attachment 1**  
**Company History and Experience**

## COMPANY HISTORY AND EXPERIENCE

### **SecureTracks GPS**

SecureTracks GPS is a Texas based company that does business in Texas, Oklahoma, Nebraska, Missouri, and other states as well as Canada. SecureTracks GPS' parent company has been providing services to the corrections industry for over 19 years, since 1995.

SecureTracks GPS takes the position that the product we provide to our customers is **service** and that the technology—the offender tracking device and associated systems—exists to support that core mission. Our goal is to provide smooth-running equipment and technology that supports the County personnel rather than adding to their workload. (Please call our references and ask them what level of service we have provided to them.)

SecureTracks GPS can provide a level of service to agencies with unique requirements that a larger company cannot, simply because we do not have the bureaucracy of a large company. We also do not have thousands of clients. Each account is important to us and will receive personal attention. This is one of the advantages that the County will receive by contracting with a flexible, privately-owned company.

You will have a dedicated Account Executive (Chad Strong), who will be responsible for seeing that all requirements of our Proposal are met and that you are well served. Most calls to our office or Hot Line are fielded on the first ring. We answer our phones personally, without any automated voice prompts to go through. The company owners are always available in the office or by cell phone 24/7 to deal with any issues that require extra attention.

SecureTracks GPS is a subsidiary of Synergy Telecom Service Company, Inc. Under the name Synergy Telecom Service Company, we provide inmate telephone systems and related services, commissary/lobby kiosks, and video visitation services to jails and prisons. **Synergy is currently providing inmate telephone and lobby kiosk services to Sarpy County Jail.**

SecureTracks GPS' electronic monitoring services are provided in partnership with SecureAlert.

We have provided a copy of our SecureTracks GPS name registration and our certificate of incorporation in Texas (under the name Synergy Telecom Service Company), in Attachment 2. We have also included our Small Business Certificate in Attachment 2.

We encourage the County to contact our references provided within Attachment 3 to verify SecureTrack GPS's record of performance, integrity, and ethics.

**SecureAlert, Inc.**

SecureAlert is a publicly held corporation based in Sandy, Utah. SecureAlert has specialized in patented, wireless, Global Positioning System (GPS) location technologies and systems since 2001 and has focused exclusively on offender monitoring solutions and technology since 2006. SecureAlert entered the offender monitoring industry with a patented, innovative, single-unit GPS tracking device that revolutionized the market by providing on-board two/three-way voice communication capabilities. Through an ongoing commitment to research and development, SecureAlert currently provides a wide range of solutions from cost-effective monitoring for nonviolent adults and juveniles, to intense monitoring of high-risk offenders such as sexual predators, gang members, domestic violence cases, and other violent offenders to more than 500 agencies throughout the United States and internationally. Since 2006, the Monitoring Center has handled more than 9.5 million alarms and accumulated more than 47 million hours of monitoring.



SecureAlert, Inc., formerly known as RemoteMDx, was founded in 1995 and has been providing offender monitoring solutions since 2006. SecureAlert is the chosen GPS provider for multiple agencies internationally including Brazil, Canada, Hungary, Lithuania, the Bahamas, Austria, and a major North American country with direct contracts or through our extensive distributor network.

**Attachment 2**  
**SecureTracks GPS Licenses**

# Gerard Rickhoff

Doc# 20110444042

COUNTY CLERK



BEXAR COUNTY

## ASSUMED NAME CERTIFICATE

FOR INCORPORATED BUSINESS OR PROFESSION, LIMITED PARTNERSHIP,  
REGISTERED LIMITED LIABILITY PARTNERSHIP, OR LIMITED LIABILITY COMPANY

PURSUANT TO THE PROVISIONS OF CHAPTER 71, BUSINESS AND COMMERCE CODE OF THE STATE OF TEXAS, THE UNDERSIGNED CERTIFIES THE FOLLOWING:

1. THE NAME OF THE CORPORATION, LIMITED PARTNERSHIP, REGISTERED LIMITED LIABILITY PARTNERSHIP, OR LIMITED LIABILITY COMPANY AS STATED IN ITS ARTICLES OF INCORPORATION, ARTICLES OF ORGANIZATION, CERTIFICATE OF LIMITED PARTNERSHIP, APPLICATION, OR COMPARABLE DOCUMENT IS:

SYNERGY TELECOM SERVICE CO, INC.

2. THE ASSUMED NAME UNDER WHICH THE BUSINESS OR PROFESSIONAL SERVICE IS OR IS TO BE CONDUCTED OR RENDERED IS:

SECURE TRACKS GPS

3. THE STATE, COUNTY, OR OTHER JURISDICTION UNDER THE LAWS OF WHICH IT WAS INCORPORATED, ORGANIZED, OR ASSOCIATED IS TEXAS, AND THE ADDRESS OF ITS REGISTERED OR SIMILAR OFFICE IN THAT JURISDICTION IS

12126 EL SENDERO, SAN ANTONIO, TX 78233

4. THE PERIOD, NOT TO EXCEED 10 YEARS, DURING WHICH THE ASSUMED NAME WILL BE USED IS:  
10 YEARS NOV. 15, 2011 - NOV 15, 2021

5. THE ENTITY IS (please check one):

A Business Corporation     B Non-Profit Corporation     C Professional Corporation  
 D Professional Association     E Limited Partnership     F Limited Liability Company  
 G Registered Limited Liability Partnership or some other type of incorporated business, Professional or other Association (specify): SUBCHAPTER S CORP

6. IF THE ENTITY IS REQUIRED TO MAINTAIN A REGISTERED OFFICE IN TEXAS, THE ADDRESS OF THE REGISTERED OFFICE IS:

AND THE NAME OF THE REGISTERED AGENT AT SUCH ADDRESS IS: \_\_\_\_\_  
THE ADDRESS OF THE PRINCIPAL OFFICE (IF NOT THE SAME AS THE REGISTERED OFFICE) IS: \_\_\_\_\_

7. IF THE ENTITY IS NOT REQUIRED OR DOES NOT MAINTAIN A REGISTERED OFFICE IN TEXAS, THE OFFICE ADDRESS IN TEXAS IS:

AND IF THE ENTITY IS NOT INCORPORATED, ORGANIZED OR ASSOCIATED UNDER THE LAWS OF TEXAS, THE ADDRESS OR ITS PLACE OF BUSINESS IN TEXAS IS 12126 EL SENDERO, SAN ANTONIO, TX 78233 AND THE OFFICE ADDRESS ELSEWHERE IS

8. THE COUNTY OR COUNTIES WHERE BUSINESS OR PROFESSIONAL SERVICES ARE BEING OR ARE TO BE CONDUCTED OR RENDERED UNDER SUCH ASSUMED NAME ARE (IF APPLICABLE, USE THE DESIGNATION "ALL" OR "ALL EXCEPT"): BEXAR

IN TESTIMONY WHEREOF, JOHN H. CRAWFORD, HAVE  
HEREUNTO SET MY HAND(S) THIS THE 18<sup>TH</sup> DAY OF NOV, A.D. 2011

John H. Crawford

STATE OF TEXAS, COUNTY OF BEXAR  
I, JOHN H. CRAWFORD, do hereby certify

SIGNATURE OF OFFICER, GENERAL PARTNER  
MANAGER, MEMBER, REPRESENTATIVE, OR ATTORNEY-IN-FACT OF ENTITY  
In which this certificate is signed may have  
lawfully altered to reflect my individual personal  
information but is otherwise a full, true and correct  
copy of the original on file and of record in my office.  
ATTESTED:

NOTE: A CERTIFICATE EXECUTED AND ACKNOWLEDGED BY AN ATTORNEY-IN-FACT SHALL INCLUDE A STATEMENT THAT THE ATTORNEY-IN-FACT HAS BEEN DULY AUTHORIZED IN WRITING BY HIS PRINCIPAL TO EXECUTE AND ACKNOWLEDGE THE SAME.

NOV 21 2011



GERARD RICKHOFF  
COUNTY CLERK

John H. Crawford  
DEPUTY

STATE OF TEXAS

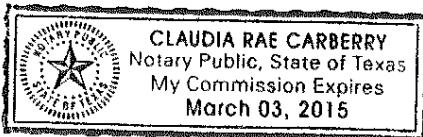
COUNTY OF BEXAR 8

## CORPORATE ACKNOWLEDGEMENT

This instrument was acknowledged before me on the 18 day of November, A.D., 20 11

by John H Crawford, President  
(Name of Officer / Partner / Attorney-in-Fact) (Title)

Given under my hand and seal of office this 18 day of November, A.D., 20 11.



GERARD RICKHOFF  
COUNTY CLERK, BEXAR COUNTY TEXAS

BY: \_\_\_\_\_ DEPUTY

OR: Claudia Rae Carberry  
NOTARY PUBLIC, STATE OF TEXAS

1

NAME OF BUSINESS

Doc# 2011044042 Fees: \$16.00  
11/21/2011 2:18PM 4 Pages 2  
Filed & Recorded in the Official  
Public Records of BEXAR COUNTY  
GERARD C. RICKHOFF COUNTY CLERK

STATE OF TEXAS, COUNTY OF BEXAR,  
CERTIFIED COPIES ON REC'D.  
The following documents which I find may have  
been issued by you to some confidential persons  
I enclose them herewith for your kind and correct  
correction and return to me. The same are  
copied from the original documents in my office.  
Attest,  
A. T. S.

Gerard Rickhoff

COUNTY CLERK

BEXAR COUNTY

BEXAR COUNTY COURTHOUSE  
100 DOLOROSA, STE 104  
SAN ANTONIO, TEXAS 78205  
PAUL ELIZONDO TOWER  
101 W NUEVA, STE. 120  
SAN ANTONIO, TEXAS 78205

# Gerard Rickhoff

---

COUNTY CLERK

---



---

BEXAR COUNTY

---

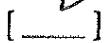
MAILING ADDRESS:  
BEXAR COUNTY COURTHOUSE  
100 DOLOROSA ST. SUITE 104  
SAN ANTONIO, TEXAS 78205

LOCATION ADDRESS:  
PAUL ELIZONDO TOWER  
101 W. NUEVA ST. SUITE 120  
SAN ANTONIO, TEXAS 78205

## C E R T I F I C A T E

STATE OF TEXAS                    §  
    §  
COUNTY OF BEXAR                §

I, GERARD RICKHOFF, COUNTY CLERK OF BEXAR COUNTY, TEXAS,  
DO HEREBY CERTIFY THAT THE BELOW AND FOREGOING IS A TRUE  
AND CORRECT COPY OF THE ORIGINAL:



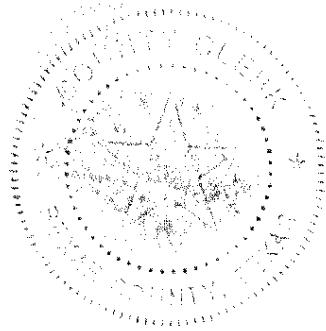
ASSUMED NAME CERTIFICATE



ABANDONMENT OF ASSUMED NAME CERTIFICATE

WHICH IS FILED UNDER NUMBER 20110444042 AND APPEARS OF  
RECORD IN MY OFFICE IN THE OFFICIAL PUBLIC RECORDS OF  
GOVERNMENTAL, BUSINESS, AND PERSONAL MATTERS OF BEXAR  
COUNTY, TEXAS.

IN TESTIMONY WHEREOF, WITNESS MY HAND AND OFFICIAL  
SEAL OF OFFICE GIVEN IN THE CITY OF SAN ANTONIO, BEXAR COUNTY,  
TEXAS, ON THIS THE 21 DAY OF Nov A.D., 20 11.



GERARD RICKHOFF  
COUNTY CLERK  
BEXAR COUNTY, TEXAS

BY: Jane Leger DEPUTY

Corporations Section  
P.O.Box 13697  
Austin, Texas 78711-3697



Geoffrey S. Connor  
Assistant Secretary of State

## Office of the Secretary of State

### CERTIFICATE OF INCORPORATION OF

Synergy Telecom Service Company, Inc.  
Filing Number: 800036169

The undersigned, as Secretary of State of Texas, hereby certifies that Articles of Incorporation for the above named corporation have been received in this office and have been found to conform to law.

Accordingly, the undersigned, as Secretary of State, and by virtue of the authority vested in the Secretary by law, hereby issues this Certificate of Incorporation.

Issuance of this Certificate of Incorporation does not authorize the use of a name in this state in violation of the rights of another under the federal Trademark Act of 1946, the Texas trademark law, the Assumed Business or Professional Name Act, or the common law.

Dated: 12/13/2001

Effective: 12/13/2001



A handwritten signature of Geoffrey S. Connor in black ink.

Geoffrey S. Connor  
Assistant Secretary of State

**South Central Texas Regional Certification Agency  
of Bexar County, Texas hereby duly affirms that:**

**Synergy Telecom Service Co. Inc**

has successfully met the established requirements of SCTRCAs Business Enterprise Certification Program to be certified as a

\* **ESBE SBE**

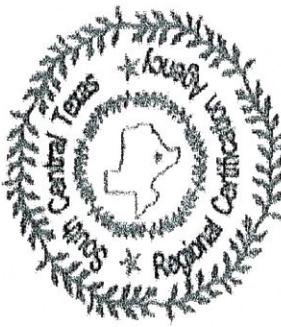
Certified NAICS Codes:

NAICS-517911: TELECOMMUNICATIONS RESELLERS

Certification Number: 212052795  
Effective Date: May 31, 2012  
Expiration Date: May 31, 2014

*Blaine R. Mitchell*

Blaine R. Mitchell  
Executive Director



Note: This certificate is the property of the South Central Texas Regional Certification Agency and may be revoked should the above named firm graduate from or fails to comply with SCTRCAs Business Enterprise Program. A Certification Renewal Application is required every two years.



# South Central Texas Regional Certification Agency

Your unified certification source  
[www.sctrca.org](http://www.sctrca.org)

May 14, 2014

John Crawford  
Synergy Telecom Service Co. Inc  
12126 El Sendero  
San Antonio, TX 78233

Dear John Crawford:

We are pleased to inform you that your application for certification in our Small, Minority, Woman, African American, Veteran, and Disabled Individual Business Enterprise (S/M/W/AAV/DI) Program has been approved. Your firm met the requirements of SCTRCA Standards and is currently certified as a:

**\*ESBE SBE**

Certification Number: **214052795**  
Certification Renewal: **May 31, 2016**  
Certification Expiration: **May 31, 2016**

Providing the following products or services:  
NAICS-517911: TELECOMMUNICATIONS RESELLERS

On the two year anniversary date of your certification, you are required to provide a renewal application affirming that no changes have occurred affecting your certification status. The SCTRCA will send you a Certification Renewal reminder **sixty (60) days** prior to your expiration date. The SCTRCA will no longer include a certificate upon certification renewals. Your expiration date is May 31, 2016.

Please notify this office within **thirty (30) days** of any changes affecting the size, ownership, control requirements, or any material change in the information provided in the submission of the certification application. Thank you in advance.

Sincerely,

A handwritten signature in black ink that reads "Blaine R. Mitchell".

Blaine R. Mitchell  
Executive Director

## **Attachment 3**

### **References**

## REFERENCES

### Reference 1

AGENCY NAME: **Comal County Juvenile Probation**

ADDRESS: 171 East Mill  
New Braunfels, Texas 78130

POINT OF CONTACT: Ron Mueller, Assistant Chief Juvenile Probation Officer

TELEPHONE NUMBER: (830) 221-1290

E-MAIL ADDRESS: pbjbam@co.comal.tx.us

ADDITIONAL DETAILS: Comal County Juvenile has been using the ReliAlert™ GPS tracking device with onboard 3-way voice communications and siren to enforce compliance by the youth offender. Services include 24/7/365 monitoring. The user-friendly software package is an asset in managing their juvenile offenders and integrating them back into society.

CONTRACT PERIOD: May 2012 - Ongoing

### Reference 2

AGENCY NAME: **Hays County Juvenile Probation**

ADDRESS: 712 South Stagecoach Trail  
San Marcos, TX 78666

POINT OF CONTACT: Chris Sundholm, Probation Officer

TELEPHONE NUMBER: (512) 393-7755

E-MAIL ADDRESS: chris.sundholm@co.hays.tx.us

ADDITIONAL DETAILS: Hays County Juvenile has been using the ReliAlert™ GPS tracking device with onboard 3-way voice communications and siren to enforce compliance by the youth offender. Services include 24/7/365 monitoring. They find the SecureCuff a valuable accessory and option for high risk offenders. The user-friendly software package is an asset in managing their juvenile offenders and integrating them back into society.

CONTRACT PERIOD: May 2012 - Ongoing

**Reference 3**

AGENCY NAME:	<b>Frio/LaSalle Juvenile Probation</b>
ADDRESS:	500 E. San Antonio #10 Pearsall, TX 78061
POINT OF CONTACT:	Victor Gaytan, Assistant Chief Probation Officer
TELEPHONE NUMBER:	(830) 334-0030
E-MAIL ADDRESS:	vhgaytan@friojpd.org
ADDITIONAL DETAILS:	Frio/LaSalle County Juvenile has been using the ReliAlert™ GPS tracking device with onboard 3-way voice communications and siren to enforce compliance by the youth offender. They find the SecureCuff a valuable accessory and option for high risk offenders. The user-friendly software package is an asset in managing their juvenile offenders and integrating them back into society.  SecureTracks GPS initiated an Offender Pay program at Frio County, at the request of the County. We implemented the program with a 26-year-old male offender who had been jailed pending trial on charges of murder and arson. Conditions of his release include GPS tracking, and compliance with the Offender Pay program. With our monitoring program, he is continually tracked, and inclusion zones include his home and his place of work. Any violation will result in an immediate email alert sent to his supervising officer. This offender was in jail for more than six months and is now happy to be released. He is cooperating with the monitoring conditions.
CONTRACT PERIOD:	July 2008 - Ongoing

**Reference 4**

Services provided under the name of Synergy Telecom Service Company.

AGENCY NAME: **Sarpy County Jail**

ADDRESS: 1208 Golden Gate Drive  
Papillion, Nebraska 68046

POINT OF CONTACT: Captain Dan Williamson

TELEPHONE NUMBER: (402) 593-2285

E-MAIL ADDRESS: dwilliamson@sarpy.com

ADDITIONAL DETAILS: Turnkey inmate telephone services (27 inmate telephones) utilizing the same inmate telephone platform that we have proposed for City of Wentzville. Services include voicemail from the public to inmates and 11 visitation phones with full monitoring and recording. We also have 1 payment kiosk at this facility.

CONTRACT PERIOD: June 20, 2011 - ongoing

## **Attachment 4**

### **Literature**

# SECURETRACKS GPS

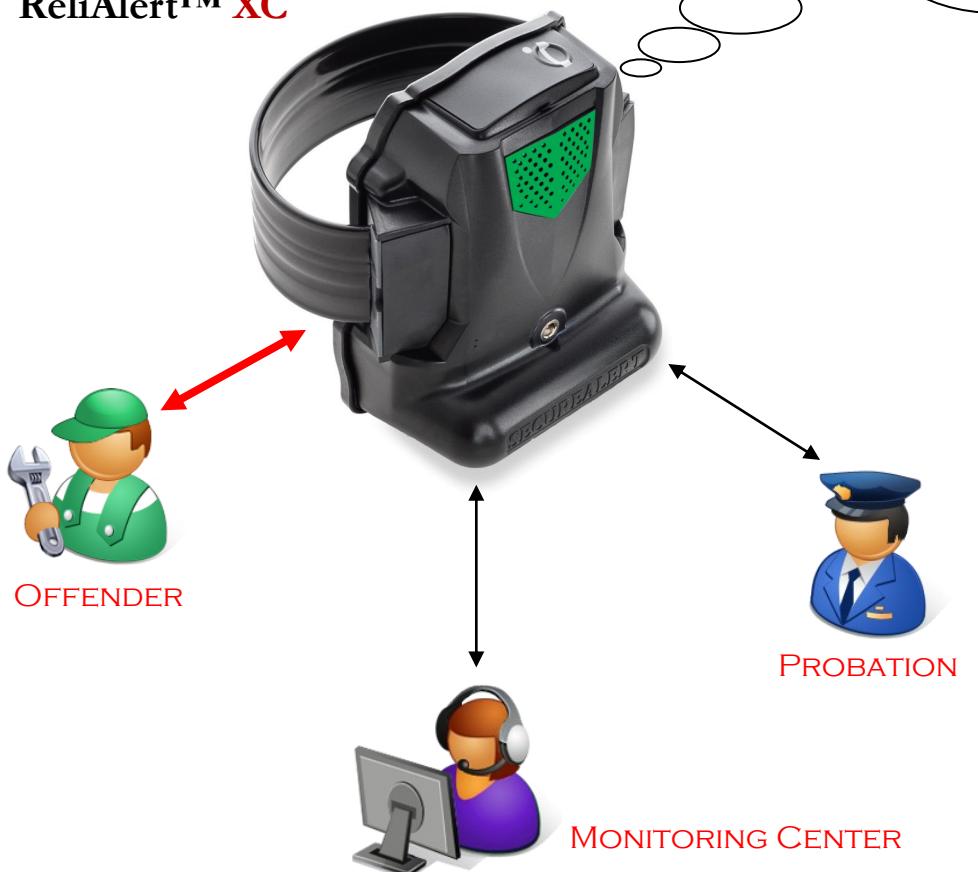
LEADING-EDGE TECHNOLOGY FOR ELECTRONIC MONITORING



CALL 210.428.6529  
FOR A FREE DEMONSTRATION

A DIVISION OF SYNERGY TELECOM  
SAN ANTONIO, TEXAS  
24 HOUR DELIVERY

## ReliAlert™ XC



- PATENTED TECHNOLOGY
- OFFENDER VIOLATION INTERVENTION BY MONITORING CENTER VIA LIVE ON-BOARD VOICE COMMUNICATION TECHNOLOGY
- DEDICATED LIVE 24/7/365 MONITORING CENTER
- GPS TECHNOLOGY ASSESSES LOCATION EVERY 2 SECONDS FOR COMPLIANCE AGAINST STORED INCLUSION/EXCLUSION ZONES AND SCHEDULES
- SECONDARY LOCATION TECHNOLOGY AVAILABLE VIA CELLULAR TRIANGULATION WHEN GPS BECOMES UNAVAILABLE
- TAMPER-RESISTANT TECHNOLOGY
- 95-DECIBEL SIREN—ACTIVATED BY THE MONITORING CENTER OR SUPERVISION OFFICER VIA THE MONITORING SOFTWARE
- MULTIPLE GPS MONITORING LEVELS AVAILABLE VIA THE RELIAALERT™ XC DEVICE

# ReliAlert™ XC

## One-Piece GPS Offender Monitoring Device

*ReliAlert™ XC sets the standard for reliability and performance in the offender monitoring industry.*

*Advanced features enable agencies to effectively track offender movements and communicate directly with offenders via on-board two/three-way voice communication technology, all in real-time. ReliAlert™ XC offers multiple monitoring options for agencies – collecting and reporting data as frequently as every 15 seconds during a violation to ensure critical information is available when needed.*

*Working in conjunction with SecureAlert's 24/7/365 live Monitoring Center and TrackerPAL™ monitoring software, ReliAlert™ XC acts as a "force multiplier," providing officers with extra eyes, ears and voice in the monitoring of offenders – increasing productivity and offering peace of mind.*



### Two/Three-Way Voice Communication

allows SecureAlert operators and agency officers to call the offender via the ReliAlert™ XC device at any time – providing real-time violation intervention and reducing the effort spent by officers attempting to communicate with offenders.



**Onboard 95-db Siren** is a unique feature on the ReliAlert™ XC device that can be activated by the SecureAlert Monitoring Center as part of a violation protocol. The siren alerts victims and the public to an offender violation, helps safely assist officers with offender recovery and improves public safety.

**SecureCuff™** is an optional, patent-pending, hardened steel encased security cuff for high-risk offenders. The SecureCuff™ provides valuable, extra response time for officers when offenders are attempting to abscond. When used in conjunction with live voice intervention, ReliAlert™ XC becomes the premier GPS solution for monitoring challenging offender populations.

**SECURETRACKS GPS**

LEADING-EDGE TECHNOLOGY FOR ELECTRONIC MONITORING



## ReliAlert™ XC Features



## ReliAlert™ XC Specifications

- ▲ **GPS Operation:** updates location and assesses compliance every 2 seconds
- ▲ **GPS Accuracy:** 6 ft (1.8m) in optimal conditions; within 50 ft (15m) under normal operating conditions
- ▲ **GPS Anti-jamming:** advanced, adaptive digital filtering (25 db improvement over conventional GPS receiver)
- ▲ **On-Board Processing:** zones and curfews stored on-device are assessed for compliance every 2 seconds
- ▲ **Secondary Locationing Technology:** cellular triangulation points taken automatically when GPS is unavailable (comparable performance to e911)
- ▲ **Battery Performance:** 36-45 hours of operation at one-minute tracking and reporting intervals (< 2 hours charge time)
- ▲ **Battery Life:** 500 recharge cycles
- ▲ **Data Communication:** automatic switching across multiple carriers including AT&T and T-Mobile; data transport via GPRS and SMS (alarms)
- ▲ **On-Board Voice Communication:** two/three-way voice communication available at any time
- ▲ **Siren:** 95-decibels, activated via TrackerPAL™ software by Monitoring Center or agency officers
- ▲ **Memory Storage:** minimum of 12 days at one-minute tracking and reporting intervals
- ▲ **Multiple Monitoring Levels:** available via the TrackerPAL™ software – no equipment change required
- ▲ **Tracking/Reporting Interval:** configurable to as often as every 15 seconds
- ▲ **Embedded RF Technology:** works in conjunction with HomeAware™ Beacon
- ▲ **Alerts:** voice, siren, LED, vibration, audio tones
- ▲ **Anti-Tamper Capability:** strap and case tamper technology
- ▲ **Standard Strap:** pre-sized and cut-resistant with fiber-optics for tamper detection
- ▲ **SecureCuff™:** extremely cut-resistant with encased hardened steel bands and fiber-optics for tamper detection
- ▲ **Dimensions:** 4.25" x 3.5" x 1.25" (2" @ battery bulge) - 10.7 x 8.8 x 3.1 cm
- ▲ **Weight:** 9.87 oz (280g)
- ▲ **Waterproof:** 15 ft (4.6m)
- ▲ **Operating Temperatures:** -4 to +140 F (-20 to +60 C)

A DIVISION OF SYNERGY TELECOM SERVICE CO.  
AUTHORIZED DISTRIBUTOR OF SECUREALERT INC.

**SECURETRACKS GPS**  
LEADING-EDGE TECHNOLOGY FOR ELECTRONIC MONITORING



CALL 210.428.6529 OR VISIT [WWW.SECURETRACKSGPS.COM](http://WWW.SECURETRACKSGPS.COM)

# SecureCuff™ For High-Risk Offenders

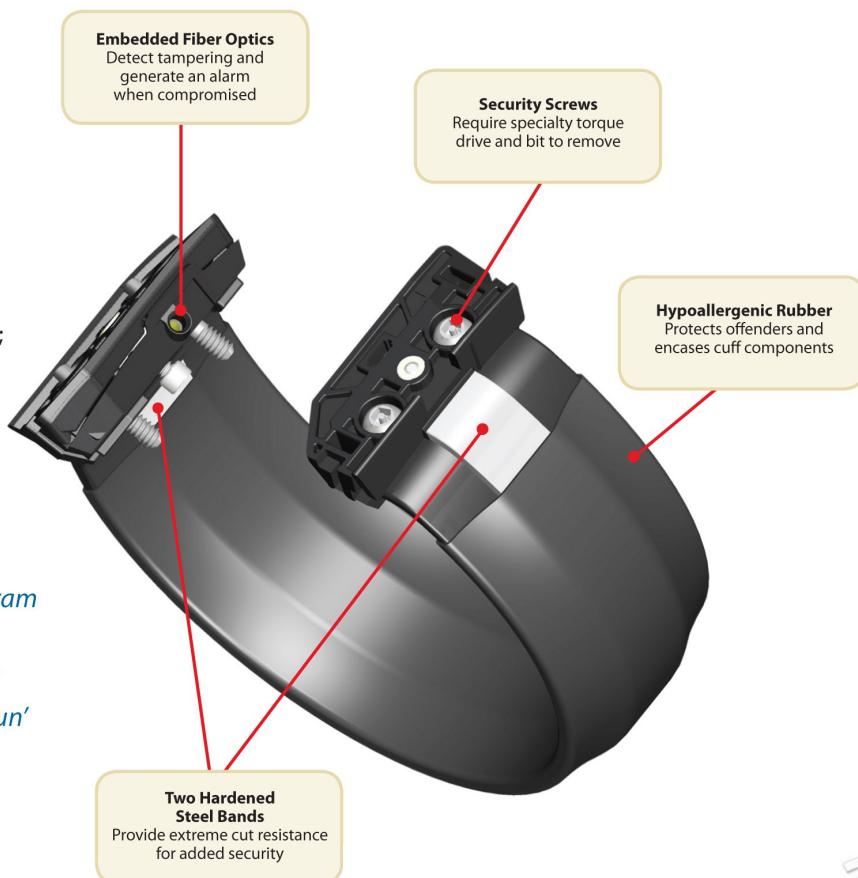
SecureAlert's patent pending SecureCuff™ is the only security cuff in the industry specifically made for high-risk offenders. It has encased, hardened steel bands designed to be highly cut resistant and provide officers an additional 10-15 minutes to be on-site before an offender can abscond. The SecureCuff™ includes a fiber-optic technology strap for tampering notification and specialized security screws to secure the strap to the device. The SecureCuff™ solution helps address the critical "strap cut" issue so prevalent in juveniles and high-risk adult offenders. It serves to significantly reduce the number of officer response hours attempting to locate offenders who have absconded and is not offered by any other offender monitoring company.

## SecureCuff™ Specifications

- ▲ **Encased, Hardened Steel Bands:** each hardened steel band is 1/2" wide and 1/16" thick
- ▲ **Anti-Tamper Features:** extreme cut-resistant, dual steel bands; embedded fiber optics; security screws for installation/removal
- ▲ **Sizing:** measurement tool provided; multiple, pre-cut sizes available
- ▲ **GPS Device:** utilized with ReliAlert™ and ReliAlert™XC

"The reliability of the SecureCuff™ provides peace of mind for our program and the community; and avoids the uncertainty that a defendant's spur of the moment decision to 'cut and run' is no longer an available choice."

—Dennis Johnson, Co-Director  
Alaska Pretrial Services



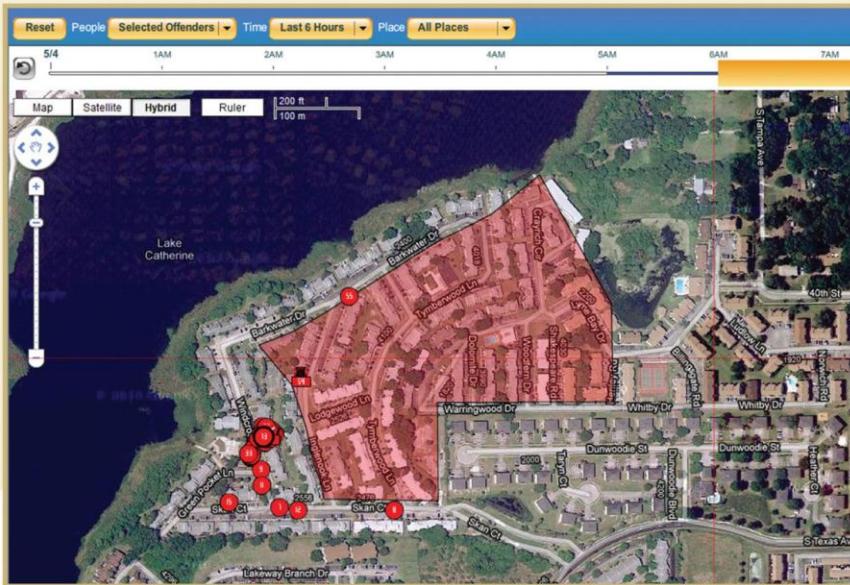
**CALL 800.582.6182 – A DIVISION OF SYNERGY TELECOM**  
**AUTHORIZED DISTRIBUTOR OF SECUREALERT**

**SECURETRACKS GPS**  
LEADING-EDGE TECHNOLOGY FOR ELECTRONIC MONITORING



# TrackerPAL™ Monitoring Software

The TrackerPAL™ software is a critical component in SecureAlert's comprehensive offender monitoring solution. TrackerPAL™ is a secure, web-based application that receives, records and stores all data transmitted from ReliAlert™, ReliAlert™ XC and HomeAware™ Beacon devices; and is where offender data is



input, modified and stored. This secure, robust system is accessible 24/7 from any computer with a high-speed internet connection and allows authorized users to effectively and efficiently manage their caseload.

**Web-based, Secure Interface** means that authorized users can access offender information from any high-speed internet enabled computer 24/7/365 without the need for additional software purchases or downloads.

**Google Maps™** ensures ease-of-use and consistent, high performance for its authorized users and allows for multiple viewing options: Traditional, Satellite, Hybrid and Street views.

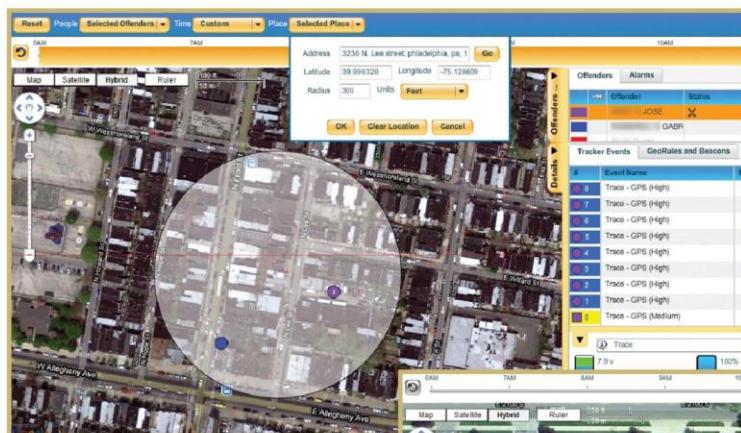
**Multiple Offender Tracking** allows authorized users to see the current location of all supervised offenders on the ReliAlert™ and ReliAlert™ XC devices.



## SECURETRACKS GPS

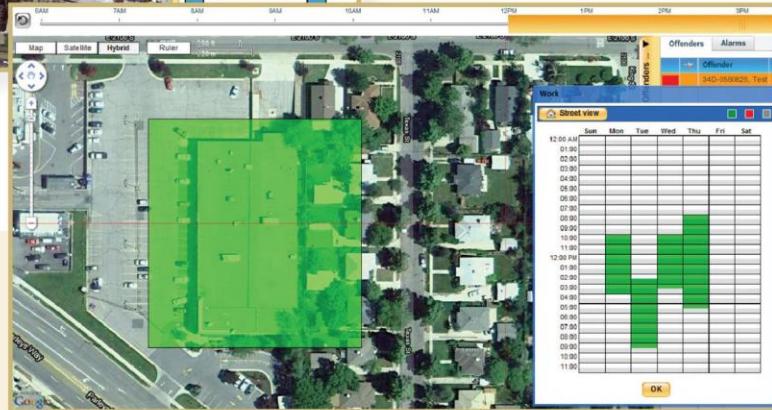
LEADING-EDGE TECHNOLOGY FOR ELECTRONIC MONITORING

## TrackerPAL™ Features



Above: Crime Scene Correlation

Below: Inclusion Zone with Schedule



## TrackerPAL™ Specifications

- ▲ **Platform:** web-based; high-speed internet required
- ▲ **Secure Access:** password-protected, secure link via SSL over HTTP; 128-bit encryption
- ▲ **Enrollment:** simple interface that allows users to enter demographic data, assign supervision officer, upload multiple photos and assign violation notification protocols
- ▲ **Mapping Interface:** utilizes Google Maps™ to ensure ease-of-use and consistent, high-performance
- ▲ **Mapping Views:** include Traditional, Satellite, Hybrid and Street views
- ▲ **Location Information:** allows users to query for current or historical offender location information based upon date and time
- ▲ **Multiple Offender Tracking:** allows users to view the current location of all offenders or the tracking history of up to four (4) offenders at one time based upon specified time parameters
- ▲ **Tracking Event and Alarm Information:** includes information regarding the event/alarm type, date and time, approximate address, device battery strength, cellular strength, # of GPS satellites engaged, alarm status, direction and approximate speed of travel
- ▲ **Inclusion/Exclusion Zones:** unlimited number of zones can be created in the shape of a circle, square/rectangle or polygon

A DIVISION OF SYNERGY TELECOM SERVICE CO.  
AUTHORIZED DISTRIBUTOR OF SECUREALERT INC.

**SECURETRACKS GPS**

LEADING-EDGE TECHNOLOGY FOR ELECTRONIC MONITORING



CALL 210.428.6529 OR VISIT [WWW.SECURETRACKSGPS.COM](http://WWW.SECURETRACKSGPS.COM)



# R.A.D.A.R.<sup>TM</sup>

SYSTEM



No one sneaks under the R.A.D.A.R.<sup>TM</sup>



- Dual, independent biometric technology for immediate user identification/confirmation
- Immediate CDMA reporting and confirmation of user identity
- Meets or exceeds Department of Transportation standards
- Easy to utilize, transport and ship
- Military grade 256-bit encryption for data communications
- GPS location fix for every test, positive or negative
- Reporting center software provides reports in MS Word, Excel, and PDF formats
- Multiple testing capabilities: scheduled, on-demand, random, self-initiated
- Minimum 96-hour battery life
- Web-enabled software platform

# R.A.D.A.R.<sup>TM</sup>

## S Y S T E M

Introducing The Emerge R.A.D.A.R.<sup>TM</sup>

Real-time Alcohol Detection and Recognition system. The R.A.D.A.R.<sup>TM</sup> system combines two independent identity confirmation technologies, real-time GPS location and pinpoint-accurate alcohol detection in our proprietary technology.

**No one sneaks under the R.A.D.A.R.<sup>TM</sup>**

**Attachment 5**  
**Sample Court Reports**

## COURT REPORTS SAMPLE

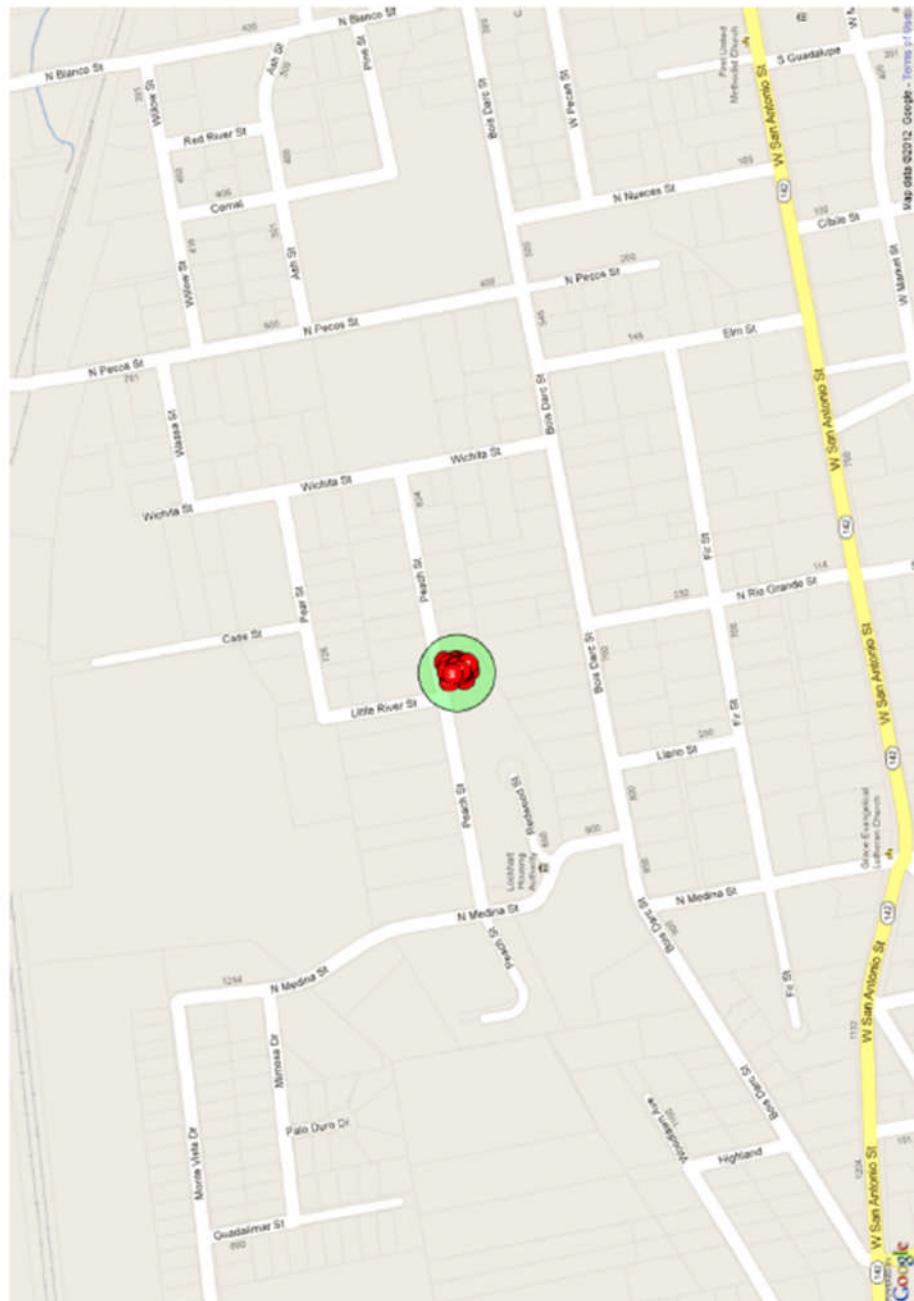
The following sample reports show tracking and location data for a specific offender during a specific time period. These reports were generated into printable PDF format directly off the software.

In cases where the offender's whereabouts become a court matter, this is the type of report that would be presented for court evidence. In addition, SecureTracks GPS will provide an expert witness to testify to the security and controls that are in place to prevent tampering on the software, and to provide a chain of custody for the evidence.

## SAMPLE REPORT 1

Page 1 of 4

Court Report - Ro [REDACTED]  
Offender: Rc [REDACTED]  
Agency: ST - Caldwell County TX Supervision Officer: M [REDACTED]  
Agency Time Zone: Central Time (US & Canada)  
Time Segment: 8-22-12 05:00 AM to 8-22-12 10:59 AM Date of Report: 8-22-12 10:48 AM



## Court Report - Rx

Page 2 of 4

Event Date	Event Name	GeoRule	Location	Accepted Date	Operator	Notes	Point #
8-22-12 10:44 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 10:44 AM			68
8-22-12 10:39 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 10:39 AM			67
8-22-12 10:34 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 10:34 AM			66
8-22-12 10:29 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 10:29 AM			65
8-22-12 10:24 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 10:24 AM			64
8-22-12 10:19 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 10:19 AM			63
8-22-12 10:14 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 10:14 AM			62
8-22-12 10:09 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 10:09 AM			61
8-22-12 10:04 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 10:04 AM			60
8-22-12 09:59 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 09:59 AM			59
8-22-12 09:54 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 09:54 AM			58
8-22-12 09:49 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 09:49 AM			57
8-22-12 09:44 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 09:44 AM			56
8-22-12 09:39 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 09:39 AM			55
8-22-12 09:34 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 09:34 AM			54
8-22-12 09:29 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 09:29 AM			53
8-22-12 09:24 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 09:24 AM			52
8-22-12 09:19 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 09:19 AM			51
8-22-12 09:14 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 09:14 AM			50
8-22-12 09:09 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 09:09 AM			49
8-22-12 09:04 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 09:04 AM			48
8-22-12 08:59 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 08:59 AM			47
8-22-12 08:54 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 08:54 AM			46
8-22-12 08:49 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 08:49 AM			45
8-22-12 08:44 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 08:44 AM			44
8-22-12 08:39 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 08:39 AM			43
8-22-12 08:34 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 08:34 AM			42
8-22-12 08:29 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 08:29 AM			41
8-22-12 08:24 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 08:24 AM			40
8-22-12 08:19 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 08:19 AM			39
8-22-12 08:14 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 08:14 AM			38
8-22-12 08:09 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 08:09 AM			37
8-22-12 08:04 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 08:04 AM			36
8-22-12 07:59 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 07:59 AM			35
8-22-12 07:54 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 07:54 AM			34
8-22-12 07:49 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 07:49 AM			33
8-22-12 07:44 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78644	8-22-12 07:44 AM			32

## Court Report - Rc

Page 3 of 4

Event Date	Event Name	GeoRule	Location	Accepted Date	Operator	Notes	Point #
8-22-12 07:39 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 07:39 AM			31
8-22-12 07:34 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 07:34 AM			30
8-22-12 07:29 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 07:29 AM			29
8-22-12 07:24 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 07:24 AM			28
8-22-12 07:19 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 07:19 AM			27
8-22-12 07:14 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 07:14 AM			26
8-22-12 07:09 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 07:09 AM			25
8-22-12 07:04 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 07:04 AM			24
8-22-12 06:59 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 06:59 AM			23
8-22-12 06:54 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 06:54 AM			22
8-22-12 06:49 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 06:49 AM			21
8-22-12 06:44 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 06:44 AM			20
8-22-12 06:39 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 06:39 AM			19
8-22-12 06:34 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 06:34 AM			18
8-22-12 06:29 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 06:29 AM			17
8-22-12 06:24 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 06:24 AM			16
8-22-12 06:19 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 06:19 AM			15
8-22-12 06:14 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 06:14 AM			14
8-22-12 06:09 AM	Trace - GPS (High)	N/A	29.886694,-97.88212	8-22-12 06:09 AM			13
8-22-12 06:04 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 06:04 AM			12
8-22-12 05:59 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 05:59 AM			11
8-22-12 05:54 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 05:54 AM			10
8-22-12 05:49 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 05:49 AM			9
8-22-12 05:44 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 05:44 AM			8
8-22-12 05:39 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 05:39 AM			7
8-22-12 05:34 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 05:34 AM			6
8-22-12 05:29 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 05:29 AM			5
8-22-12 05:24 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 05:24 AM			4
8-22-12 05:19 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 05:19 AM			3
8-22-12 05:14 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 05:14 AM			2
8-22-12 05:09 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 05:09 AM			1
8-22-12 05:04 AM	Trace - GPS (High)	N/A	640 Peach St Lockhart, TX 78844	8-22-12 05:04 AM			0

Page 4 of 4

Court Report - R \_\_\_\_\_  
Note # \_\_\_\_\_ Note \_\_\_\_\_



## SAMPLE REPORT 2

Page 1 of 6

Court Report - Mar

Offender: Ma

Agency: ST - Howard County TX Juv Prob Supervision Officer: Y

Agency: C. Hartung Agency Inc.: 1125 Suite  
Agency Time Zone: Central Time (HS & Canada)

Agency Title. Cetra at Title (O3 & Callada)  
Time Segment: 8-10 10-12 05:00 AM to 8-10 12 10:00

Time segment: 8-19-12 05:00 AM to 8-19-12 10:3

A detailed map of the town of North Andover, Massachusetts. The map features several roads, including N Andover St, N Main St, N Broad St, and N Granite St, which are highlighted in yellow. A major north-south road, US-1, runs through the center of the town, also highlighted in yellow. Other roads shown include Laramie Hwy, Elmwood Rd, and various local streets like Elm St, Cherry St, and Granite St. Landmarks include Oak Hill Park, Bay Andover Park, and Baldwin Park. A large blue area representing a body of water is located in the bottom right corner. The map also shows state boundaries between Massachusetts (MA) and New Hampshire (NH). A red dot marks a specific location on N Andover St near its intersection with US-1. A green square icon is placed near the intersection of N Andover St and Laramie Hwy. The map is labeled "Nad Date 2012 Google - Google Earth".

## Court Report - M

Page 2 of 6

Event Date	Event Name	GeoRule	Location	Accepted Date	Operator	Notes	Point #
8-19-12 10:45 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 10:45 AM			65
8-19-12 10:40 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 10:40 AM			64
8-19-12 10:35 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 10:35 AM			63
8-19-12 10:30 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 10:30 AM			62
8-19-12 10:25 AM	Trace - GPS (High)	N/A	32.26269, -101.48001	8-19-12 10:25 AM			61
8-19-12 10:20 AM	No Location	N/A		8-19-12 10:20 AM			60
8-19-12 10:13 AM	No Location	N/A		8-19-12 10:13 AM			59
8-19-12 10:06 AM	No Location	N/A		8-19-12 10:06 AM			58
8-19-12 10:00 AM	No Location	N/A		8-19-12 10:00 AM			57
8-19-12 09:53 AM	No Location	N/A		8-19-12 09:53 AM			56
8-19-12 09:47 AM	No Location	N/A		8-19-12 09:47 AM			55
8-19-12 09:40 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 09:40 AM			54
8-19-12 09:35 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 09:35 AM			53
8-19-12 09:30 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 09:30 AM			52
8-19-12 09:25 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 09:25 AM			51
8-19-12 09:20 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 09:20 AM			50
8-19-12 09:15 AM	Trace - GPS (High)	N/A	32.26269, -101.48001	8-19-12 09:15 AM			49
8-19-12 09:10 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 09:10 AM			48
8-19-12 09:05 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 09:05 AM			47
8-19-12 09:00 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 09:00 AM			46
8-19-12 08:55 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 08:55 AM			45
8-19-12 08:50 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 08:50 AM			44

## Court Report - Mi

Event Date	Event Name	GeoRule	Location	Accepted Date	Operator	Notes	Point #
8-19-12 08:45 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 08:45 AM			43
8-19-12 08:40 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 08:40 AM			42
8-19-12 08:35 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 08:35 AM			41
8-19-12 08:30 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 08:30 AM			40
8-19-12 08:25 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 08:25 AM			39
8-19-12 08:20 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 08:20 AM			38
8-19-12 08:15 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 08:15 AM			37
8-19-12 08:10 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 08:10 AM			36
8-19-12 08:05 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 08:05 AM			35
8-19-12 08:00 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 08:00 AM			34
8-19-12 07:55 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 07:55 AM			33
8-19-12 07:50 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 07:50 AM			32
8-19-12 07:45 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 07:45 AM			31
8-19-12 07:40 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 07:40 AM			30
8-19-12 07:35 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 07:35 AM			29
8-19-12 07:29 AM	No Location	N/A		8-19-12 07:29 AM			28
8-19-12 07:23 AM	No Location	N/A		8-19-12 07:23 AM			27
8-19-12 07:16 AM	No Location	N/A		8-19-12 07:16 AM			26
8-19-12 07:09 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 07:09 AM			25
8-19-12 07:04 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 07:04 AM			24

Page 3 of 6

## Court Report - MI

Event Date	Event Name	GeoRule	Location	Accepted Date	Operator	Notes	Point #
8-19-12 06:59 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 06:59 AM			23
8-19-12 06:54 AM	Trace - GPS (High)	N/A	901-999 N Runnels St Big Spring, TX 79720	8-19-12 06:54 AM			22
8-19-12 06:49 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 06:49 AM			21
8-19-12 06:44 AM	Trace - GPS (High)	N/A	32-26269,-101-48001	8-19-12 06:44 AM			20
8-19-12 06:39 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 06:39 AM			19
8-19-12 06:34 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 06:34 AM			18
8-19-12 06:29 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 06:29 AM			17
8-19-12 06:24 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 06:24 AM			16
8-19-12 06:19 AM	Trace - GPS (High)	N/A	32-26269,-101-48001	8-19-12 06:19 AM			15
8-19-12 06:14 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 06:14 AM			14
8-19-12 06:09 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 06:09 AM			13
8-19-12 06:04 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 06:04 AM			12
8-19-12 05:59 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 05:59 AM			11
8-19-12 05:54 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 05:54 AM			10
8-19-12 05:49 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 05:49 AM			9
8-19-12 05:44 AM	Trace - GPS (High)	N/A	32-26269,-101-48001	8-19-12 05:44 AM			8
8-19-12 05:39 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 05:39 AM			7
8-19-12 05:34 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 05:34 AM			6
8-19-12 05:29 AM	Trace - GPS (High)	N/A	900-998 N Runnels St Big Spring, TX 79720	8-19-12 05:29 AM			5
8-19-12 05:24 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 05:24 AM			4

Page 4 of 6

Page 5 of 6

Court Report - Martinez, Miranda					
Event Date	Event Name	GeoRule	Location	Accepted Date	Operator
8-19-12 05:19 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 05:19 AM	
8-19-12 05:14 AM	Trace - GPS (High)	N/A	900-988 N Runnels St Big Spring, TX 79720	8-19-12 05:14 AM	
8-19-12 05:09 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 05:09 AM	
8-19-12 05:04 AM	Trace - GPS (High)	N/A	200-236 NE 10th St Big Spring, TX 79720	8-19-12 05:04 AM	

Page 6 of 6

Court Report - Martinez, Miranda

Note #

Note

**Attachment 6**  
**Sample Inventory Control Reports**

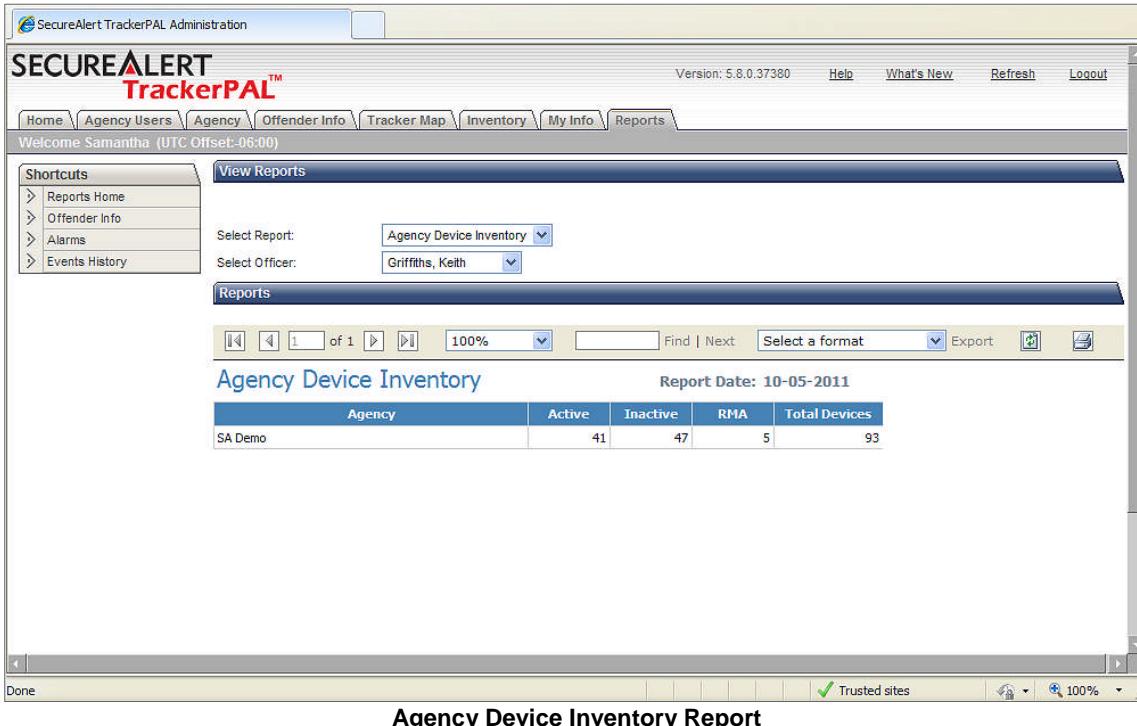
## INVENTORY CONTROL REPORTS

The TrackerPAL™ software includes inventory reporting tools to track and control inventory. It will show devices on the shelf that are not being used, devices just assigned to an offender but not yet activated, all devices that are activated, and so on. The software includes the device serial number, type of device, who the device is on, and when it was assigned to that individual.

The inventory control software and reports are visible to authorized staff at any time.

### Agency Device Inventory Report

The TrackerPAL™ reporting module provides a real-time report of all assigned equipment in use and inventoried. The report includes the total number of activated devices, the number of inactive devices, the number of devices returned on RMA, and the total number of devices in the agency's inventory.



The screenshot shows the SECUREALERT TrackerPAL Administration interface. The main title bar reads "SecureAlert TrackerPAL Administration". The top menu bar includes "Version: 5.8.0.37380", "Help", "What's New", "Refresh", and "Logout". Below the menu is a navigation bar with links: Home, Agency Users, Agency, Offender Info, Tracker Map, Inventory, My Info, and Reports. A welcome message "Welcome Samantha (UTC Offset: -06:00)" is displayed. On the left, there is a "Shortcuts" sidebar with links: Reports Home, Offender Info, Alarms, and Events History. The main content area is titled "View Reports" and shows a "Select Report" dropdown set to "Agency Device Inventory" and a "Select Officer" dropdown set to "Griffiths, Keith". Below this is a "Reports" section with navigation icons, a zoom control (100%), and a search bar. The main report area is titled "Agency Device Inventory" and shows a table with the following data:

Agency	Active	Inactive	RMA	Total Devices
SA Demo	41	47	5	93

The report also displays the "Report Date: 10-05-2011". At the bottom of the page, the title "Agency Device Inventory Report" is repeated.

### Monitoring History Report

For a selected date range, the Monitoring History report displays the offender's monitored, device number, tracking duration, activation and deactivation date and reason, and total number of offenders, tracking days, and average tracking days.

**SECUREALERT TrackerPAL™**

Welcome Derrick (UTC Offset-06:00)

Shortcuts: Reports Home, Offender Info, Alarms, Events History

Select Report: MonitoringHistory

Start Date: 10/1/2011 End Date: 10/22/2011 View Report

Monitoring History Report Date: 10-31-2011

Juvenile Probation From: 10-01-2011 To: 10-22-2011

Summary: Offenders Monitored: 6 Avg. Tracking Days: 5 Total Tracking Days: 30

Offender	Case Number	Officer	Referral Source	Deactivation Reason	Activate Date	Deactivate Date	Tracking Duration (Days)
[REDACTED]	3263	[REDACTED]	Pre-Trial	DeviceReplacement	10/16/2011 9:52:49 AM	10/17/2011 11:12:19 PM	1
[REDACTED]	4600	[REDACTED]	Court - Family	DeviceReplacement	10/17/2011 12:52:42 PM	10/18/2011 1:03:35 PM	0
[REDACTED]	4722	[REDACTED]	Court - Treatment	DeviceReplacement	10/15/2011 10:41:34 AM	10/16/2011 11:07:00 AM	11
[REDACTED]	3851	[REDACTED]	Probation Condition	Violated Terms	10/4/2011 12:57:39 PM	10/13/2011 11:47:14 AM	9
[REDACTED]	2554	[REDACTED]	Pre-Trial	DeviceReplacement	10/11/2011 3:18:10 PM	10/20/2011 2:57:53 PM	9
[REDACTED]	47475	[REDACTED]	Probation	Successfully completed program/sentence	10/21/2011 12:21:49 PM	10/21/2011 12:39:33 PM	0

**Monitoring History Report**

## Activation Report

The Activation report displays the offenders that were activated during a selected time period, the device number, the date and time, and the officer.

**SECUREALERT TrackerPAL™**

Welcome Derrick (UTC Offset-06:00)

Shortcuts: Reports Home, Offender Info, Alarms, Events History

Select Report: Activation

Start Date: 10/1/2011 End Date: 10/22/2011 View Report

Activation Report Report Date: 10-31-2011

Juvenile Probation From: 10-01-2011 To: 10-22-2011

Offender	Case Number	Officer	Activate Date	Serial Number	Program Name
[REDACTED]	3263	[REDACTED]	10/13/2011 10:58:04 AM	A0003063	Pre-Trial
[REDACTED]	4600	[REDACTED]	10/19/2011 12:40:03 PM	A0009889	Court - Family
[REDACTED]	4722	[REDACTED]	10/4/2011 2:45:46 PM	A0008805	Court - Family
[REDACTED]	4710	[REDACTED]	10/6/2011 11:59:54 AM	A0004957	Court - Family
[REDACTED]	2813	[REDACTED]	10/20/2011 1:09:49 PM	A0003454	Court - Family

**Activation Report**

## Deactivation Report

The Deactivation report displays all offers that were deactivated during a selected time period, the date and time, reason for deactivation, total number of days tracked, whether the offender has been archived, and the archive date.

Offender	Case Number	Officer	Serial Number	Deactivate Date	Tracking Duration (Days)	Deactivation Reason	Archived
[REDACTED]	467010-01	[REDACTED]	A0009	10/11/2011 4:26:34 PM	32	Successfully completed program/sentence	Yes
[REDACTED]	32632104	[REDACTED]	A0004	10/13/2011 10:58:03 AM	206	Device replacement	No
[REDACTED]	39032802	[REDACTED]	A0006	10/6/2011 11:46:56 AM	13	Violated Terms	Yes
[REDACTED]	375151-02	[REDACTED]	A0008	10/4/2011 10:37:20 AM	71	Violated Terms	Yes
[REDACTED]	38393301	[REDACTED]	A0004	10/12/2011 11:58:05 AM	93	Successfully completed program/sentence	Yes
[REDACTED]	474562-01	[REDACTED]	A0008	10/11/2011 3:38:22 PM	28	Successfully completed program/sentence	Yes
[REDACTED]	464577-02	[REDACTED]	A0006	10/4/2011 [REDACTED]	163	Successfully completed	Yes

**Deactivation Report**

## Enrollment Report

The Enrollment report displays offenders enrolled in the TrackerPAL™ software, but have not been assigned a device, and have not been activated.

Offender	Case Number	Officer	Enroll Date	Offender Address
[REDACTED]	11500	[REDACTED]	10/3/2011 1:34:15 PM	[REDACTED]
[REDACTED]	09-489	[REDACTED]	10/3/2011 1:45:04 PM	[REDACTED]
[REDACTED]	11501	[REDACTED]	10/4/2011 8:51:39 AM	[REDACTED]
[REDACTED]	06459	[REDACTED]	10/5/2011 8:55:45 AM	[REDACTED]
[REDACTED]	78945	[REDACTED]	10/6/2011 1:23:53 PM	[REDACTED]
[REDACTED]	03422	[REDACTED]	10/6/2011 5:13:38 PM	[REDACTED]
[REDACTED]	07465	[REDACTED]	10/26/2011 7:50:55 AM	[REDACTED]

**Enrollment Report**

**Attachment 7**  
**Sample Monitoring Reports**

## MONITORING REPORTS

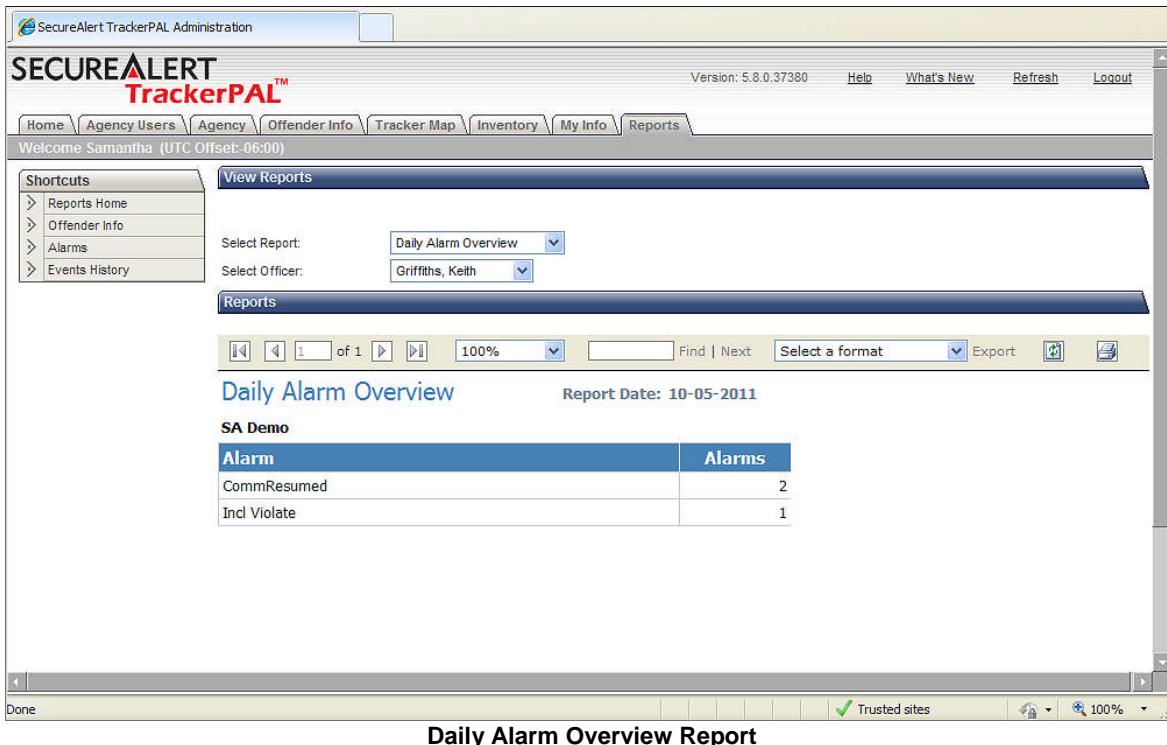
The TrackerPAL™ software provides a variety of standard and specialized reports that cover transactional and management needs. All reports are available when needed and do not require overnight processing. Reports are integrated with TrackerPAL™ security to ensure that only authorized users have access to the information. Reports can be downloaded in PDF, Excel, and HTML formats, printed, or attached to email for distribution.

All reports are visible online and can be downloaded by authorized staff at any time.

Here follows a selection of the most commonly-used monitoring reports.

### Daily Alarm Overview Report

The Daily Alarm Overview report provides the total number of alarms by alarm type.

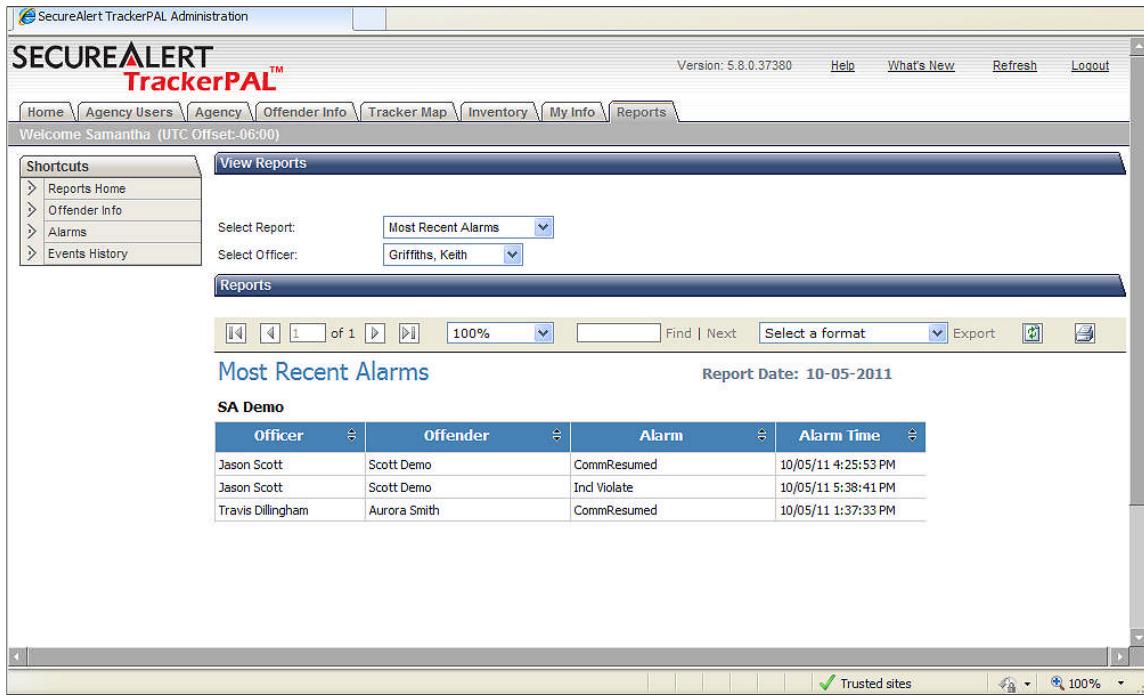


The screenshot shows the SecureAlert TrackerPAL Administration interface. The top navigation bar includes links for Home, Agency Users, Agency, Offender Info, Tracker Map, Inventory, My Info, and Reports. The current page is 'Reports'. A sub-menu titled 'View Reports' is open, showing dropdown menus for 'Select Report' (set to 'Daily Alarm Overview') and 'Select Officer' (set to 'Griffiths, Keith'). Below this is a toolbar with navigation icons, a search field, and buttons for 'Select a format' (PDF, Excel, CSV), 'Export', and 'Print'. The main content area displays the 'Daily Alarm Overview' report for officer 'SA Demo' on the date '10-05-2011'. The report table has two columns: 'Alarm' and 'Alarms'. The data shows two entries: 'CommResumed' with 2 alarms and 'Incl Violate' with 1 alarm. At the bottom of the report, the title 'Daily Alarm Overview Report' is repeated.

Alarm	Alarms
CommResumed	2
Incl Violate	1

## Most Recent Alarms Report

Users can view alarms for all assigned offenders that have occurred over the previous 24 hours.

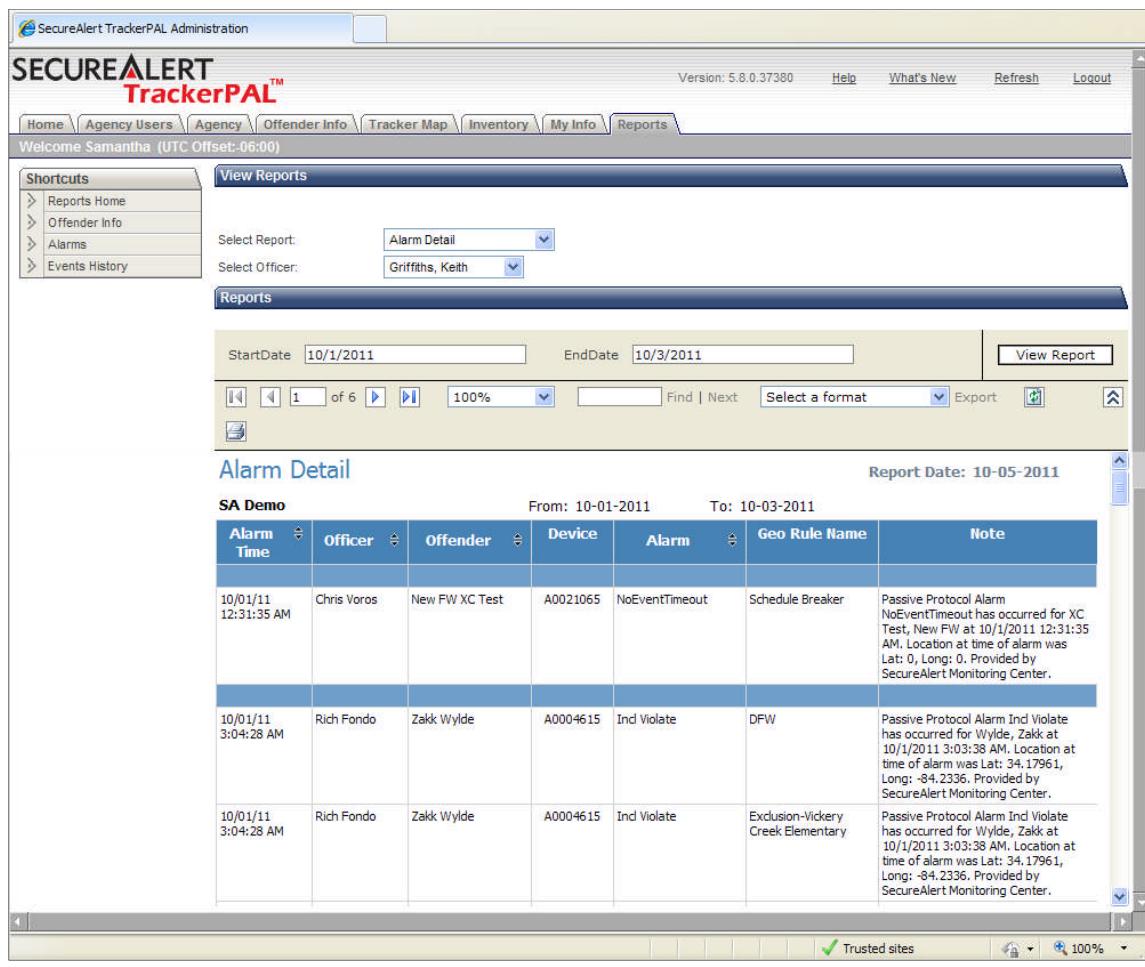


The screenshot shows the SECUREALERT TrackerPAL Administration interface. The title bar reads "SecureAlert TrackerPAL Administration". The main menu bar includes "Version: 5.8.0.37380", "Help", "What's New", "Refresh", and "Logout". The top navigation bar has links for "Home", "Agency Users", "Agency", "Offender Info", "Tracker Map", "Inventory", "My Info", and "Reports". A welcome message "Welcome Samantha (UTC Offset: -06:00)" is displayed. On the left, a "Shortcuts" sidebar lists "Reports Home", "Offender Info", "Alarms", and "Events History". The main content area is titled "View Reports" and shows a "Select Report" dropdown set to "Most Recent Alarms" and a "Select Officer" dropdown set to "Griffiths, Keith". Below this is a toolbar with zoom controls (100%), search fields ("Find", "Next"), and export options ("Select a format", "Export"). The main report title is "Most Recent Alarms" with a "Report Date: 10-05-2011". The data is presented in a table:

Officer	Offender	Alarm	Alarm Time
Jason Scott	Scott Demo	CommResumed	10/05/11 4:25:53 PM
Jason Scott	Scott Demo	Ind Violate	10/05/11 5:38:41 PM
Travis Dillingham	Aurora Smith	CommResumed	10/05/11 1:37:33 PM

## Alarm Detail Report

The Alarm Detail Report displays details of alarms generated over a selected timeframe. The report includes the date and time of the alarm, the assigned officer, the name of the offender, the device serial number, the name of the alarm, the name of the Geo Rule, and notes.



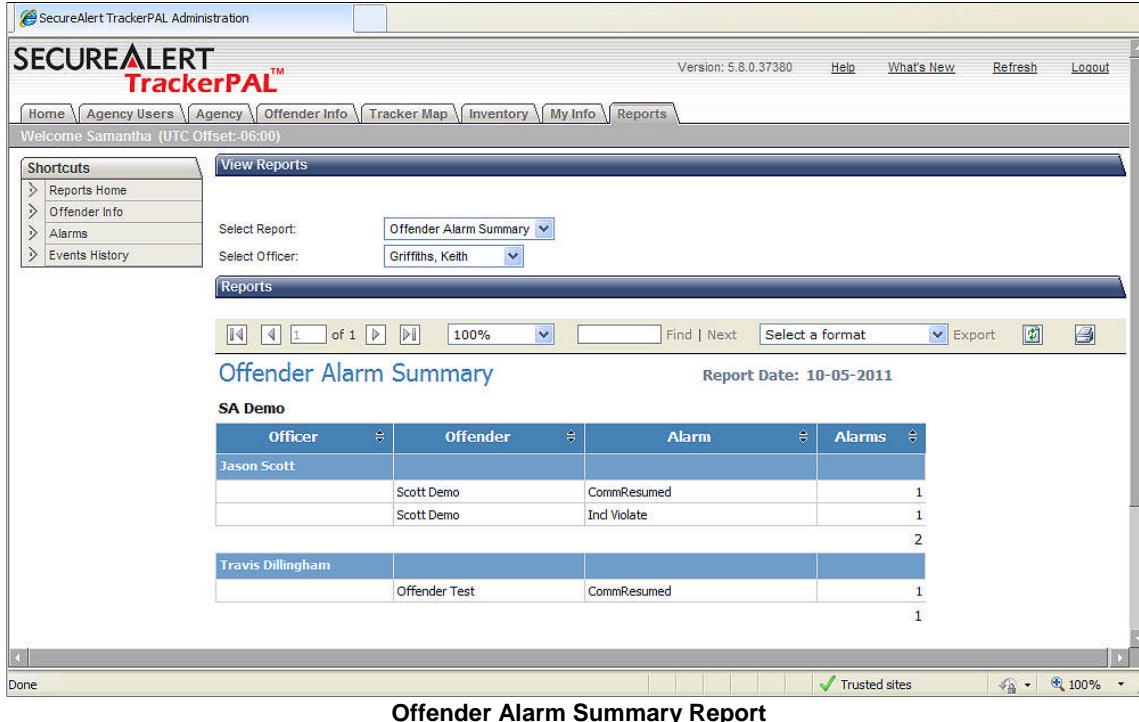
The screenshot shows the SECUREALERT TrackerPAL Administration software interface. The main window title is "SecureAlert TrackerPAL Administration". The top menu bar includes "Version: 5.8.0.37380", "Help", "What's New", "Refresh", and "Logout". Below the menu is a navigation bar with links: Home, Agency Users, Agency, Offender Info, Tracker Map, Inventory, My Info, and Reports. The "Reports" link is highlighted. A welcome message "Welcome Samantha (UTC Offset: -06:00)" is displayed. On the left, there is a "Shortcuts" sidebar with links: Reports Home, Offender Info, Alarms, and Events History. The main content area is titled "View Reports" and "Reports". It shows a search form with "Select Report: Alarm Detail" and "Select Officer: Griffiths, Keith". Below this is a table titled "Alarm Detail" with the following data:

SA Demo		From: 10-01-2011		To: 10-03-2011		Report Date: 10-05-2011
Alarm Time	Officer	Offender	Device	Alarm	Geo Rule Name	Note
10/01/11 12:31:35 AM	Chris Voros	New FW XC Test	A0021065	NoEventTimeout	Schedule Breaker	Passive Protocol Alarm NoEventTimeout has occurred for XC Test, New FW at 10/1/2011 12:31:35 AM. Location at time of alarm was Lat: 0, Long: 0. Provided by SecureAlert Monitoring Center.
10/01/11 3:04:28 AM	Rich Fondo	Zakk Wylde	A0004615	Ind Violate	DFW	Passive Protocol Alarm Ind Violate has occurred for Wylde, Zakk at 10/1/2011 3:03:38 AM. Location at time of alarm was Lat: 34.17961, Long: -84.2336. Provided by SecureAlert Monitoring Center.
10/01/11 3:04:28 AM	Rich Fondo	Zakk Wylde	A0004615	Ind Violate	Exclusion-Vickery Creek Elementary	Passive Protocol Alarm Ind Violate has occurred for Wylde, Zakk at 10/1/2011 3:03:38 AM. Location at time of alarm was Lat: 34.17961, Long: -84.2336. Provided by SecureAlert Monitoring Center.

At the bottom of the report, it says "Alarm Detail Report".

## Offender Alarm Summary Report

Users can generate a report that summarizes all offenders by assigned officer, and displays the type of alarm and how many of each type were generated on the selected date.



The screenshot shows the SECUREALERT TrackerPAL Administration interface. The title bar reads "SecureAlert TrackerPAL Administration". The main menu bar includes "Version: 5.8.0.37380", "Help", "What's New", "Refresh", and "Logout". The navigation menu on the left lists "Home", "Agency Users", "Agency", "Offender Info", "Tracker Map", "Inventory", "My Info", and "Reports". A welcome message "Welcome Samantha (UTC Offset: -06:00)" is displayed. On the right, under "View Reports", the "Select Report" dropdown is set to "Offender Alarm Summary" and the "Select Officer" dropdown is set to "Griffiths, Keith". Below this, the "Reports" section shows the "Offender Alarm Summary" report for "SA Demo". The report table has columns: Officer, Offender, Alarm, and Alarms. The data is as follows:

Officer	Offender	Alarm	Alarms
Jason Scott	Scott Demo	CommResumed	1
	Scott Demo	Ind Violate	1
			2
Travis Dillingham	Offender Test	CommResumed	1
			1

The report is dated "Report Date: 10-05-2011". At the bottom, there is a "Done" button and a status bar indicating "Trusted sites" and "100%".

## Ad Hoc Reports

SecureTracks GPS will provide ad hoc reporting on request and will work with the agency to ensure that structure and content meet requirements.